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ABSTRACT

This guide is the case study manual for the first in a series of instructor-assisted training modules for rehabilitation counselors, supervisors, and graduate students. This typescript manual for the first module focuses on basic intake interviewing skills consisting of: (1) systematic interview programming including attracting, planning and structuring; (2) information exchange during the intake process including collection and dissemination effectiveness; and (3) information exchange via verbal and nonverbal interaction. Scripts of interview interactions for each phase of the intake process are provided. An interview demonstrating six different interaction styles--listener, interrogater, explorer, reflector, informer, and self-expresser--is presented as well as an exercise in the classification of interview styles. The appendix includes two sample interview scripts for analysis of information collection effectiveness. (MCF)

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Advanced Facilitative Case Management Series

Training Package I

Intake Interview Skills for Rehabilitation Counselors

A Typescript Manual

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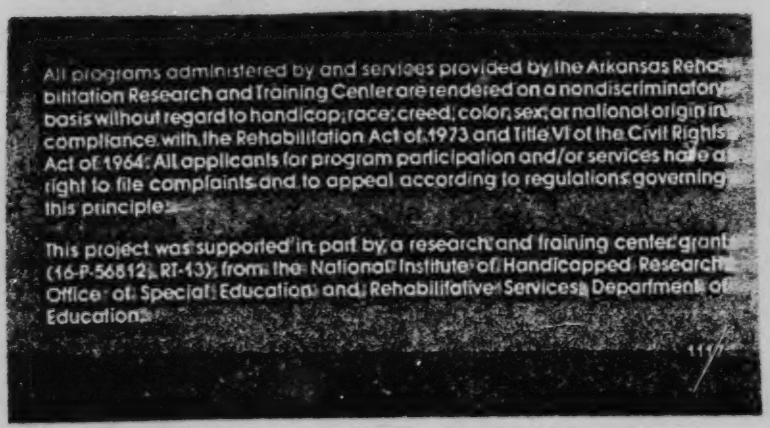
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Planning the Intake Interview

Case of Ted Johnson - A

Case of Ted Johnson - A

1. **Co:** How can I be of help to you?

   Cl: I need to get into another type of work. I own a barbershop and can't do that work much longer because of circulation problems that have been developing in my legs because of my diabetic condition. I have just been having more trouble lately standing all day.

2. **Co:** What kind of difficulties have you been having?

   Cl: When I stand, in barbering you got to stand, just move back and forth on them. They just hurt, they ache, I have to take in the middle of the day two or three aspirins just to numb them. And at night, when I lay down to relax, they just, I usually have to take three aspirins just to go to sleep. And I have these spots and stuff that my circulation. . .

3. **Co:** How long has this been going on? Quite some time?

   Cl: Yes, but it just keeps getting worse. I don't want it to reach the point where they have to put plastic tubing in my legs or even worse, lose a leg.

4. **Co:** Want to do something about your situation before it gets too bad.

   Cl: Before it's too late. I sure don't want to work in a wheelchair. Peg legs or something if I can help it.

5. **Co:** Yeah.

6. **Co:** Do you have any other job skills that you could use to find a different type of employment?

   Cl: That's my problem. I have always worked as a barber. In fact, I have been a barber now for twelve years. I need to get some training in something else. I started taking two courses at night last year at the local Junior College, but I dropped out after about eight weeks. It was just too tough to work all day in my barbershop and then go to school at night. I think I would have done okay if I was a full-time student and not working.

7. **Co:** How about some special equipment in your shop? Like a device that would rotate around your chair?

   Cl: Well, they have a deal like that but I can't use it on my chairs. I'd have to go buy brand-new chairs.

8. **Co:** How much would that cost?

   Cl: Well, anywhere from $400 to $800, and I can't afford it.

9. **Co:** What do you think your net a month is now as a barber?

   Cl: Well, it varies anywhere from, I take anywhere from $130 to higher than that.

10. **Co:** Really.

    Cl: Yeah, it's dropped off a little while with this summer.

11. **Co:** Continually. . .

Cl: Up until, sometimes it's $200, it's just, it varies.

12. **Co:** What do you charge a head?

Cl: $2.

13. **Co:** Besides barbering, have you thought of anything else as a new occupation?

Cl: Motorcycle repair and accounting.

14. **Co:** Anything else besides motorcycle repair and accounting?

Cl: Well, I'd like to get into something where I could do part office and part field work.

15. **Co:** Yeah.

Cl: I've been in a barbershop for 12 years standing in one place. Even like in here, you'd go nuts staying in here, day in and day out.

16. **Co:** Right.

Cl: You know, I never get outside my barbershop. I'm afraid that I don't know exactly what I want to do.

17. **Co:** Do you like dealing with numbers, people, things?

Cl: To tell the truth, I like dealing with kids. Just this last year, I started coaching little league and I really enjoyed it. In fact, I'm looking forward to this year. I'd like to get into something like recreation director or where I could work with kids and sports, part office, part out in the field.

18. **Co:** Only thing is, you usually start out being at the bottom, meaning working with the kids, being on your feet a lot.

Cl: Yeah.

19. **Co:** Not saying it'll be good or bad, but you kind of got to think about what the specific requirements of the job will be.

Cl: My doctor says that walking or moving around is better than sitting or standing. Because if you're moving around, like my problem is poor circulation, and the more you sit or the more you stand in one place the less your blood will circulate. And the more you walk or the more you move, the better your circulation moves. See, that's what I've been doing for the past 12 years is standing in one spot behind the chair. Because if you're not working, you're sitting in the chair watching TV. So I've been doing both of the things he said I shouldn't be doing.

20. **Co:** What's your doctor's specialty anyway?

Cl: He's just an M.D.

21. **Co:** He's an M.D. Have you had a real thorough examination in awhile? Like an internist or from any clinic or anything like that?

Cl: No.

22. **Co:** You are a pretty young man to have that circulation problem already. You know if like you said, if you're running into circulation problems. . .

Cl: I tell you to be truthful, I've, all my life I've had trouble with my legs. Ever since I was about eight years old. I had what they called then inflammatory rheumatism. And of course, when I was in high school, it came up, my knees, I had inflammation in my knees, no, it was seventh or eighth grade I had it in my knee. In high school I had it in my hips. Couldn't take P.E. And then about eight years ago, my legs swelled. Honestly they were so sore I couldn't raise one leg to roll over in bed. You know, like turn over, my wife had to raise the leg and turn it over for me. I was off work two months at that time. Then, in order to just get up and walk I'd have to scoot a chair in front of me, stiff-legged.

23. **Co:** I see. What if you went into some kind of training, what would you survive on during that period of time? Say we just changed your vocation completely and we came up with something that you could do, something that looked like you were going to be sitting in a chair at least a good part of the time. What would you live on?

Cl: Well, my wife makes $77 a week, about $300 a month.

24. **Co:** What would happen to your barbershop if you only had it open on Saturdays, Friday nights and Saturdays? Are you union?

Cl: No. .

25. **Co:** Could you have it open on Sundays? I'm just curious where you would be at if we got into some kind of vocational program for you as to surviving on whatever you're making.

Cl: I don't know. The rent would be a problem. The thing is I've got to make so much, because I'm paying, my overhead is $125 to $130 a month, just overhead on the shop. And to just keep it open one or two days a week. . .

26. **Co:** Are you purchasing the thing?

Cl: No, I'm just renting. My rent is $85, then phone, gas, lights, water and supplies. See, it runs up about $130 a month. And if I just worked it one day a week or something like that, about all it would do is pay the overhead. It wouldn't accomplish nothing. Because Saturday I only took in $30. And if I kept it open four days a month that wouldn't even pay the overhead, one day a week.

27. **Co:** Yeah.

Cl: The only thing I was hoping if maybe I could sell it and pay off some of my bills where I wouldn't have to, if I could get some schooling.

28. **Co:** What do you think it'd sell for?

Cl: I give $1200 for it. So I figure I should get at least $1,000 out of it.

29. **Co:** That'd be for the chairs and equipment?

Cl: Yeah. That's all I'd be selling is just two chairs, backbar and a few waiting chairs. And actually materially they're not worth that much. And the business, you know, the good will.

30. **Co:** Probably wouldn't increase your income even if you had a new chair and you had a device that could swing around that way.

Cl: No, because it's harder to cut on them things for one thing. They don't get close enough to the chair and you've got to cut hair straight arm. And boy, you can't cut hair straight arm with that.

31. **Co:** Yeah.

Cl: Hold your arm straight out like that. You try to cut hair in just a normal relaxed position, so you don't, cause I get some customers sometimes that want to lay like this in the chair. Then you got to cut on the side, pretty soon you got to let your arms down, they get tired.

32. **Co:** Plus I would imagine you get some client reaction if they saw you floating around in that chair, give them all a laugh.

Cl: Kind of look at you kind of funny.

33. **Co:** Well, okay. I will need to get a little bit of information from your doctors. If you sign some blues here I will use them to obtain the information I need.

Cl: Okay.

Planning the Intake Interview

Case of Ted Johnson - B

Case of Ted Johnson - B

1. **Co:** This is an initial screening interview to find out if our organization can be of assistance to you. Today I would like to talk with you about your expectations and how we might help you and answer any questions you might have. So why don't we begin by you describing how I can be of help to you.

   Cl: Well, my uncle was helped by your agency about five years ago for a respiratory condition. He suggested that I come over here and talk with someone about getting into another type of work. I own a barbershop and can't do that work much longer because of circulation problems that have been developing in my legs because of my diabetic condition. I have just been having more trouble lately standing all day.

2. **Co:** Tell me about the difficulties you have been having.

   Cl: When I stand, in barbering you got to stand, just move back and forth on them. They just hurt, they ache, and I have to take two or three aspirins in the middle of the day just to numb them. And at night, when I lay down to relax, they just, I usually have to take three aspirins just to go to sleep. And I have these spots on my legs because my circulation in my legs is bad.

3. **Co:** How long has this been going on? Quite some time?

   Cl: Yes, but it just keeps getting worse. I don't want it to reach the point where they have to put plastic tubing in my legs or even worse, lose a leg.

4. **Co:** You're scared of what might happen and you want to do something about your situation before it gets too bad.

   Cl: Before it's too late. I sure don't want to work in a wheelchair. Peg legs or something if I can help it.

5. **Co:** Yeah. Developing circulation problems at your age must be quite frustrating and frightening.

   Cl: I'll tell you, to be truthful, I've, all my life I've had trouble with my legs. Ever since I was about eight years old. I had what they called then inflammatory rheumatism. And, of course, when I was in the eighth grade it came up, my knees, I had inflammation in my knees. In high school I had it in my hips. Couldn't take P.E. And then about eight years ago, my legs swelled. Honestly, they were so sore I couldn't raise one leg up to roll over in bed. You know, like to turn over, my wife had to raise the leg and turn it over for me. I was off work two months that time. Then, in order to just get up and walk I'd have to scoot a chair in front of me, stiff-legged.

6. **Co:** Because of the swelling in the legs?

   Cl: Yeah. All the muscles were sore. And my doctor told me, you're probably going to have to get off your feet. I had to quit my job as a barber. I didn't have any money coming in or nothing. So we just moved back up here and lived with my folks for two months.

7. **Co:** What about recently, have you been experiencing anything that severe during the past few months?

   Cl: No, but the pain I do have is bad enough to make me want to find a new type of work where I don't have to stand all day long.

8. **Co:** Mm-hm. I bet that's discouraging. Having to stand long periods of time with pain.

   Cl: Yeah, what really gets me is like Saturdays, because, I might not do nothing all week, then it'll get me on Saturday. I don't sit down all day.

9. **Co:** You really get mobbed Saturday.

   Cl: I have been, like take last Saturday, I went in at 8 or 8:30 and I ain't joking you, I didn't get out of there till 10 after 8. I sat down for five minutes to eat a sandwich and I had six people waiting at the time.

10. **Co:** Tough day on you, physically and emotionally.

    Cl: After I finished a day like that, I can't take enough aspirin at night to dull the pain in my legs.

11. **Co:** You seem really down, having to put up with all that.

    Cl: Yeah, it's discouraging.

12. **Co:** Have you thought about anything that could give you some relief, say like getting a helper in there?

    Cl: Well, the thing is I have too much sometimes for one, then I don't have enough for two.

13. **Co:** I kind of meant like on a Saturday; you know.

    Cl: You can't get help, because, the trouble is, most barbers are working at it full-time or they got other jobs. And if they got other jobs they want their Saturdays and Sundays off. They don't want to mess around with part-time jobs. You can't hardly find a part-time barber.

14. **Co:** How about some special equipment in your shop? Like a device that would rotate around your chair.

    Cl: Well, they have a deal like that but I can't use it on my chairs. I'd have to go buy brand-new chairs.

15. **Co:** How much would that cost?

    Cl: Well, anywhere from $400 to $800.

16. **Co:** What does the device cost? Do you know?

    Cl: I don't know but I probably couldn't afford to buy a new chair and the device.

17. **Co:** Mm-hmm.

Cl: I also don't think that I could use one of those attached seats very well. It's harder to cut on them things for one thing. They don't get close enough to the chair and you've got to cut hair straight arm. And boy, you can't cut hair straight arm all day.

18. **Co:** Yeah. So that doesn't sound like a suitable option to you.

Cl: Hold your arm straight out like that. You try to cut hair in just a normal relaxed position, so you don't cause I get some customers sometimes that want to lay like this in the chair. Then you got to cut on the side, pretty soon you got to let your arms down, they get tired.

19. **Co:** Plus I would imagine you get some client reaction if they see you floating around in that chair.

Cl: Kind of look at you funny.

20. **Co:** So you don't see that as a possibility for you.

Cl: No. I don't think so.

21. **Co:** Are you seeing a specialist for your diabetes?

Cl: No. At first, it was just a borderline case. And the pills were taking care of it and it wasn't really bothering me that much. But the thing is it's getting progressively worse and so I thought well, if it's bothering me that much, I'd better get into something now before it really gets out of hand.

22. **Co:** Do you have your diabetes under control now?

Cl: Yeah, as long as I don't eat any sugar or sweets of any kind, and I don't any more, I can control it.

23. **Co:** Mm-hmm.

Cl: But, boy, it gets tiresome just eating meat and vegetables.

24. **Co:** Yeah, it's no fun watching your diet that closely.

Cl: The last time my sugar was 340 or something, my doctor told me that if it got any worse, I'd have to go on insulin. So, man, I starved myself for three weeks and I got it down to 169. Just absolutely ate nothing. And he said as long as you can do it that way, well, you can avoid insulin injections. But if you can't, you'll have to go on insulin.

25. **Co:** How long have you had diabetes or knew about it anyway?

Cl: About five or six years.

26. **Co:** You've had it five or six years?

Cl: Well, when I first found out, my dad had it, he found out first, he had it, and so naturally, we all had a check-up and at that time, I was just borderline. It went on like that for years.

27. **Co:** Uh-hum.

Cl: I was about 25 then. And then all of a sudden, I started getting more symptoms. And went and had another examination, and found out I had to go on the pills. Then the last time I was in to see my doctor, he told me, you just figure on going on insulin because people your age, the pill soon loses its effect and you have to go on insulin.

28. **Co:** I see.

Cl: One of my friends had diabetes, he had something like these spots on his legs, they had to go in there and put new plastic tubing in there, and it doesn't even help. They told him that within six months they'd have to amputate his legs. And he kept right on with the same work.

29. **Co:** How long have you had those spots on your legs like that?

Cl: About two years.

30. **Co:** Has it been that dark?

Cl: Yeah, well, it's spreading though.

31. **Co:** You say it's spreading.

Cl: Yeah, see, it started right here, just this little spot, then it's spreading way out here, it's just gradually moving around.

32. **Co:** That must worry you.

Cl: It sure does. I don't want the same thing to happen to me that happened to my friend.

33. **Co:** No, you don't want to let it get to that point.

Cl: I sure don't.

34. **Co:** Have you ever had, they probably called them something similar to varicose veins, I suppose. Have you had them called that?

Cl: No.

35. **Co:** They've never talked about stripping veins or anything like that?

Cl: No.

36. **Co:** Let's see, did you say before that your doctor wasn't a specialist?

Cl: Right. I think he is a general practitioner.

37. **Co:** He's a general practitioner. Have you had a real thorough examination in a while? Like from an internist or from any clinic or anything like that?

Cl: No.

38. **Co:** When was the last time you saw your doctor?

Cl: Oh, let's see, it must have been about eight months ago. That was when my sugar was about 340.

39. **Co:** You mentioned that your uncle told you about us. I take it then that you have never sought services from us before.

Cl: Right. I probably should have come sooner.

40. **Co:** It is very possible that we can help you but we would have to establish if you are eligible for our services. Let me explain what I mean. To be eligible for our services, you have to have a disability. Second, your disability has to be a vocational handicap. This means it has to be something that interferes or is going to interfere in some way with your working at your current job or getting another job. Third, is it feasible or is there a reasonable expectation that the services which we could provide will result in you acquiring a new occupation or being able to continue in your present occupation. Now, you obviously have a disability. Diabetes is a disability. The only thing about diabetes is sometimes it is not a vocational disability.

Cl: Yeah.

41. **Co:** In your line of work, I would say it would definitely be a vocational handicap. The first thing we would have to establish though is the extent of your disability. To do that, I would send you for a medical exam, at our expense, of course.

Cl: I see.

42. **Co:** What is your doctor's name?

Cl: Dr. Jackson.

43. **Co:** He has done examinations for us before. Would you like him to do the examination or is there another doctor you would like to see?

Cl: Dr. Jackson would be fine.

44. **Co:** Dr. Jackson probably can do a full work-up on you. He might want us to send you up for one day to Jackson Valley Medical Center for additional tests. How does that sound to you?

Cl: It sounds fine.

45. **Co:** Okay. I'll make the arrangements after we finish our interview. First we need to complete an application. Some of this you can complete yourself, especially this section here, name, age, social security number, address, etc., then this section on your family. Then over here school, employment history, etc. Why don't you go ahead and complete what you can then we can go over it together.

Cl: Okay. . .

46. **Co:** Okay. Let's see what we have. Okay. You've had no previous contact with rehabilitation. So let me tell you a little more about us. We are a state agency with counselors located throughout the state. I serve this county. We are not a welfare agency but work strictly with people who have a handicap in an attempt to help them achieve gainful employment. I've already mentioned the eligibility process, in that a decision will have to be

made as to your eligibility. That will be based on the medical information and information we talk about today. As I said awhile ago from what you have told me already, seems like you probably will be eligible. My role is to help you any way I can achieve your vocational objective. Services that we provide include: counseling, retraining if needed, assistance with job placement, etc. Some of the services I provide directly such as counseling, others I will arrange for such as medical diagnosis, training, etc.

CI: Yeah.

47. **Co:** Okay. Do you have any questions about the agency, my role or anything?

CI: No. I understand. My uncle got help through rehab so I know a little.

48. **Co:** Okay. Let's talk a little about other job possibilities. Tell me about any other job skills that you could use to find a different type of employment.

CI: That's my problem. I have always worked as a barber. In fact, I have been a barber now for twelve years. I need to get some training in something else. I started taking two courses at night last year at the local Junior College, but I dropped out after about eight weeks. It was just too tough to work all day in my barbershop and then go to school at night. I think I would have done okay if I was a full-time student and not working.

49. **Co:** Tell me about your courses and the type of job you were preparing for there.

CI: Accounting, that's what I was going into.

50. **Co:** What do you think about that area now?

CI: Well, it's not as interesting as something like motorcycle repair. Motorcycle repair seems like it could be a job I would like. Maybe do the kind of work like they do at the motorcycle repair shop next door to my barbershop.

51. **Co:** What interests you about that?

CI: What this kid at the shop told me is that when he went to school all his work was done on the bench and they sit on these big stools, I guess like drafting stools. And they do their work, that's how they work on engines is like that. I thought well, if I worked for myself, you know, and something like that I could do that too. If I could learn something like that then I could be my own boss. Because I kinda like that.

52. **Co:** So one thing that attracts you is that you'll be able to sit some while you're working.

CI: Right.

Structuring the Interview Setting

Continuation of the Case of Ted Johnson - A

34. **Co:** Are you a vet?

    Cl: No.

35. **Co:** Not a vet.

    Cl: I was married, (name) helped that out, he called that no drafting for married people about the time I was eligible. By the time they took it out, I was already far enough along, they still didn't bother me.

36. **Co:** It helps some people now with benefits, which I understand has gone up.

    Cl: Yes.

37. **Co:** How old are you now?

    Cl: Thirty-one.

38. **Co:** Children?

    Cl: Three.

39. **Co:** Three children. Five of you altogether?

    Cl: Yes.

40. **Co:** And what's the last grade in school? You graduate?

    Cl: Yes.

41. **Co:** When was that?

    Cl: '59.

42. **Co:** How good a student were you? You had to be reading at a 10th grade level to get in barber college.

    Cl: I could kick myself all over because. . .

43. **Co:** We all could now and then.

    Cl: . . .because I decided, like I said when I was a freshman that I was going to become a barber. Well, I didn't need all this college prep stuff, so I just flubbed off. I could have done better, in fact, all my records show that, you know, I took shop courses and stuff like woodshop, ceramics, stuff like that. But I averaged B's, C's.

44. **Co:** We might take a peek as we go along here. These are just commonly used jobs within our department. That doesn't mean there are restrictions, that they were restricted to those. Do any of those jobs interest you?

    Cl: I notice that you have furniture upholstery on this list. I thought about that recently. My in-laws are in the leather business so I have a few connections. I also know this guy who retired recently as an upholsterer. He had a small shop. He told me if I would buy his stuff, that he would teach me the work.

45. **Co:** Oh.

    Cl: What if I decided to go into furniture upholstery, could they help out in a

deal like that? I know my uncle went through the rehabilitation agency cause he didn't have any education at all. They sent him to a rebuilding, starter, tune-up specialists school. They bought him tools and stuff. Do they help in this way?

46. **Co:** It's possible that we could provide you with tools and uniforms if you decided to go in that direction. Once we have established your eligibility we will have to talk more about it.

Cl: I was just wondering if you'd help out on the instruction.

47. **Co:** That is certainly a possibility.

Cl: I see.

48. **Co:** How long have you had diabetes or knew about it anyway?

Cl: About five or six years.

49. **Co:** You've had it five or six years?

Cl: Well, when I first found out, my dad had it, he found out first, he had it, and so naturally we all had a check-up and at that time, I was just borderline. It went on like that for years.

50. **Co:** You were, what about 25?

Cl: Yeah. And then all of a sudden, I started getting more symptoms. And went and had another examination, and found out I had to go on the pills. Then the last time I was in to see my doctor he told me, you just figure on going on insulin because people your age, the pill soon loses its effect and you have to go on insulin.

51. **Co:** Okay, what would you guess your weekly earnings are now? Let's put a net on it, what's your net earnings?

Cl: In the last couple of weeks, I've taken in $130, so knock $30 off of that, my overhead's the same, make about $100 a week. So, that's $2 an hour.

52. **Co:** Not getting overtipped, are you?

Cl: No.

53. **Co:** Okay, we have talked about a lot today. I think I have a reasonable picture of your situation. Once you have seen the internist and we have his report we should be able to start talking about a specific rehabilitation program. There is more information that I need to get from you, but I just don't have the time today. I have another client waiting. So I'll get it next time. Do you have any questions?

Cl: Not really, but do you think you will be able to provide me with some support for occupational training?

54. **Co:** I would say that if the medical report comes back showing definite diabetes-related progressively severe circulation problems in your legs, which it should based on what you have told me, then given your present occupation, you should be eligible for our services. Financially, you should also qualify for training support.

Cl: I see.

55. **Co:** Any other questions?

Cl: No.

56. **Co:** Well then that takes care of it for today. I will see you again after the medical report is in.

Structuring the Interview Setting

Continuation of the Case of Ted Johnson - B

Structuring the Interview Setting - B

Case of Ted Johnson

53. **Co:** Besides accounting and motorcycle repair, tell me about any other occupation you've thought about.

Cl: Well, I'd like to get into something where I could do part office and part field work.

54. **Co:** Yeah.

Cl: I've been a barber for 12 years standing in one place. Even like in here, you'd go nuts staying in here, day in and day out.

55. **Co:** Right.

Cl: You know, I never get outside my barbershop. I'm afraid that I don't know exactly what I want to do.

56. **Co:** It's not easy to figure out what to do when you have been in one occupation for 12 years.

Cl: Yeah, to tell the truth, I like dealing with kids. Just this last year, I started coaching little league and I really enjoyed it. In fact, I'm looking forward to this year. I'd like to get into something like recreation director or where I could work with kids and sports, part office, part out in the field.

57. **Co:** Working with kids is very enjoyable for you.

Cl: Yeah.

58. **Co:** Uh-hum.

Cl: My doctor says that walking or moving around is better than sitting or standing. Because if you're moving around, like my problem is poor circulation, and the more you sit or the more you stand in one place, the less your blood will circulate.

59. **Co:** Right.

Cl: And the more you walk or the more you move, the better your circulation moves. See, that's what I've been doing for the past 12 years is standing in one spot behind the chair. Because if you're not working, you're sitting in the chair watching TV. So I've been doing both of the things he said I shouldn't be doing.

60. **Co:** You've mentioned your family a time or two; tell me about them.

Cl: I have three children, ages six, four, and three. My wife's name is Brenda.

61. **Co:** Does she work?

Cl: Yes. She works at the dime store. It seems to take both of us to earn a living.

62. **Co:** So you need child care. What do you do about it?

Cl: I'm babysitting.

63. **Co:** Oh, you're babysitting.

Cl: See, I have to keep them at the barbershop.

23

64. **Co:** Mm-hmm.

Cl: Well, it was costing us, the last two years, one year it cost us almost $900 for a babysitter and last year it cost almost $800. We couldn't afford that.

65. **Co:** Ted, what if you went into some kind of training, what would you survive on during that period of time? Say, we just changed your vocation completely and we came up with something that you could do, something that looked like you were going to be sitting in a chair at least a good part of the time. How would that affect you financially?

Cl: It would make it difficult.

66. **Co:** What would happen to your barbershop if you only had it open on Saturdays, Friday nights and Saturdays or maybe Sundays? I'm just curious where you would be at if we got into some kind of vocational program for you as to surviving on whatever you're making.

Cl: I don't know. The thing is there would be my rent and everything else, too. But, see, the thing is I've got to make so much, because I'm paying, my overhead is $125 tc $130 a month, just overhead on the shop. And to just keep it one or two days a week. . .

67. **Co:** Are you purchasing the thing?

Cl: No, I'm just renting. My rent is $85, then phone, gas, lights, water and supplies. See it runs up about $130 a month. And if I just worked it one day a week or something like that, about all it would do is pay the overhead. It wouldn't accomplish nothing. Because Saturday I only took in $30. And if I kept it open 4 days a month that wouldn't even pay the overhead, one day a week.

68. **Co:** Yeah.

Cl: The only thing I was hoping if maybe I could sell it and pay off some of my bills where I wouldn't have to, if I could get some schooling.

69. **Co:** What do you think it'd sell for?

Cl: I give $1200 for it. I figure I should get at least. . .I might get a thousand out of it.

70. **Co:** That'd be for the chairs and equipment?

Cl: Yeah. That's all I'd be selling is just two chairs, backbar and a few waiting chairs. And actually materially they're not worth that much. And the business, you know, the good will.

71. **Co:** I think instead of jumping to conclusions in this thing, what we ought to do is try and evaluate where you're at as far as your condition and find out what you're going to have to do to stabilize or begin to stabilize it and find out, get an idea at least the kind of restrictions you're going to be facing. That will be important to know for your long range plan and that's what you're talking about because your present plans are pretty long ranged. You were pretty strong in vocational choice to come right out of school

and go into barbering and start making your own way at that age. So we'd be looking for something that would become a new career for you that you liked and that would not be detrimental to your health.

Cl: Yeah, I have to find something different to do.

72. **Co:** Let's see, you're a high school graduate, aren't you?

Cl: Yes.

73. **Co:** What subjects did you like and dislike?

Cl: My favorite was Business and Accounting. I didn't like Biology.

74. **Co:** How good a student were you? You had to be reading at 10th grade level to get in barber college?

Cl: I could kick myself all over because I didn't make the best grades. I made mostly C's. Some D's in Biology and B's in Business and Accounting. I decided, like I said when I was a freshman that I was going to become a barber. Well, I didn't need all this college prep stuff, so I just flubbed off. I could have done better, in fact, all my records show that, you know, I took courses and stuff like woodshop, ceramics, stuff like that. But I averaged C's.

75. **Co:** We just might take a peek here. These are just commonly used jobs within our department. That doesn't mean that we're restricted to those. Those are a lot of occupations that our clients enter.

Cl: I notice that you have furniture upholstery on this list. I thought about that recently. My in-laws are in the leather business so I have a few connections. I also know this guy who retired recently as an upholsterer. He had a small shop. He told me if I would buy his stuff, that he would teach me the work.

76. **Co:** Oh.

Cl: What if I decided to go into furniture upholstery, could they help out in a deal like that? I know they helped my uncle when he went through. They sent him to a rebuilding, starter, tune-up specialists school. They bought him tools and stuff. Do they help in this way?

77. **Co:** It's possible that we could provide you with tools and uniforms if you decided to go in that direction. Once we have established your eligibility we will have to talk more about it.

Cl: I was just wondering if you'd help out on the instruction.

78. **Co:** That is certainly a possibility.

Cl: I see.

79. **Co:** How would your wife feel about you giving up the barbershop and going back to school?

Cl: Well, she knows that things will certainly be tight financially for a while, but she knows I have to learn to do something else for a living. She would certainly do everything she could to help me make the change.

80. **Co:** You seem to have a close relationship with your wife.

Cl: Oh, I do.

81. **Co:** That's important when you start thinking about entering a training program that could last one or two years.

Cl: Right.

82. **Co:** Okay, we have talked about a lot so far. Do you have any questions at this point?

Information Dissemination Efficiency During The Intake Interview

Case of Jed Pierce - A

Jed Pierce
Intake Interview - A

1. **Co:** Hi. Can I be of help to you?

   Cl: I'm not sure. My health has been so bad lately that I had to quit my job as an ambulance driver. My bills are piling up and it's straining my marriage.

2. **Co:** Mm-hm.

   Cl: I've got to get my health and head straightened out and get a job. One of my friends at AA encouraged me to come over here. He thought that I might be able to get some help. Does it sound like I might be able to get help here?

3. **Co:** Possibly.

   Cl: I see.

4. **Co:** Our purpose here is to help persons with disabilities become vocationally rehabilitated.

   Cl: Well, I sure do have medical problems.

5. **Co:** As I said we work with people who are handicapped and provide needed services to help them get suitable work.

   Cl: What do I have to do to be eligible?

6. **Co:** O.K. That's what I want to tell you about now. First thing after this interview today, you go to your doctor and get a medical exam.

   Cl: O.K.

7. **Co:** After we get your medical information back a decision will be made as to your eligibility.

   Cl: What do you think my chances are? I really do need help.

8. **Co:** Well, we will know that before long. You probably won't have any problem. Why don't you try to give me as good a picture of your situation as you can?

   Cl: Well, I got a job as an ambulance driver for Quick Ambulance Service 6 months ago. Things were going fairly well and then about 2 months ago, I started feeling tired most of the time.

9. **Co:** Mm-hm.

   Cl: I went to the doctor and he ran some tests. Well, I had developed diabetes. It's such a severe case that he had to put me on 100 milligrams of DBI a day to start with. I've been on a diet now since Nov. but I wasn't doing any good on it, it was making me feel worse instead of better as far as the way it was affecting me physically as well as emotionally. The DBI was making me sick. I kept getting worse and last week I went into a diabetic coma. I'm subject to extreme weakness, semi-consciousness and unconsciousness due to this diabetic condition. So Friday I went back to my doctor and he started me on insulin shots 3 times a day. I've got to give myself 3 units of insulin 3 times a day now. Before each major meal, I have

to give myself 3 units of insulin and I also have to stay on an 1800 calorie diet.

10. **Co:** You're really having a tough time with this diabetes.

Cl: Yeah.

11. **Co:** Have you had any other medical problems in addition to the diabetes?

Cl: You mean now?

12. **Co:** Well, either now or in the past.

Cl: Oh, yeah, where do you want me to start, there's emotional problems, alcoholism, and drug addiction.

Information Dissemination Effectiveness During The Intake Interview

The Case of Jed Pierce - B

Jed Pierce
Intake Interview - B

1. **Co:** How can I be of help to you?

   Cl: I'm not sure. My health has been so bad lately that I had to quit my job as an ambulance driver. My bills are piling up and it's straining my marriage.

2. **Co:** Mm-hm.

   Cl: I've got to get my health and head straightened out and get a job. One of my friends at AA encouraged me to come over here. He thought that I might be able to get some help. Does it sound like I might be able to get help here?

3. **Co:** Possibly, but I will need to get a better picture of your situation.

   Cl: I see.

4. **Co:** Our purpose here is to help people with disabilities become vocationally rehabilitated. To be eligible for our services you must have a disability that is greatly interfering with your ability to obtain and/or sustain a job that would be appropriate for you, and there must be a good chance that you can be rehabilitated through our services. So a decision must be made as to your eligibility. This will be based on information you give me today plus medical and other information.

   Cl: Well, I sure do have medical problems.

5. **Co:** And you are anxious to do something about them and get help somewhere.

   Cl: You got that right.

6. **Co:** Well, Jed, let's be sure you are at the right place. Let me tell you a little about Rehab. and you stop me if you don't understand something I say or if you have any questions what-so-ever. O.K.?

   Cl: O.K.

7. **Co:** As I said, we work with people who are handicapped and provide needed services to help them get suitable work. Now we are not a welfare agency but we do provide such services as is needed by an eligible handicapped person to get and to maintain work. The services provided will depend on each individual person but most always include counseling and guidance, medical evaluation, and assistance with job placement. Other services that are available, depending on a person's need include vocational training, medical treatment, maintenance, etc. We can be more specific about services available when we find out if you are eligible or not.

   Cl: What do you think my chances are? I really do need help.

8. **Co:** I can see you are quite concerned and a little anxious about whether or not you are eligible for Rehabilitation services.

   Cl: Yes, I am.

9. **Co:** Well, we will know that before long. The objectives of this interview are first of all for me to tell you about Rehabilitation, me, your rights and responsi-

bilities so you can decide if you are at the right place to meet your needs. If so, I will need to get quite a bit of information from you today and complete several forms. We will be talking about your medical history, social history, education, work history, financial situation, etc. All this is to help determine your eligibility and if eligible to help you develop a sound and solid program to achieve your vocational objectives. I'm not overwhelming you, am I?

Cl: No, I understand what you are saying.

10. **Co:** Now I said I would need a lot of information from you so I want you to understand the confidential nature of all this. What you say here and what goes into your case file is confidential information. It will only be shared with people involved in your rehabilitation program. Because you see I function as a member of a team. Some services I provide directly; such as counseling and guidance, others I arrange for; such as medical evaluation, etc. Therefore, there will be other people involved with your case. But I will never do anything without your knowledge and permission. I am on your side and we will work in a joint effort to develop a program for you that will be the best one for you.

Cl: Good.

11. **Co:** O.K., Jed. Let's see where we are. Do you have any questions what-so-ever about the Rehabilitation Agency, what its purpose is, the eligibility process, services, etc. or any questions about my role and function?

Cl: You say eligibility process. What do I need to do?

12. **Co:** O.K. That's what I want to tell you about now, a little of what your responsibilities will be. One of the first things after this interview today is to go to your doctor and get a medical examination. Again, this is needed to help determine your eligibility. It is just a general exam and the doctor will complete this form here and return it to us. Why don't you look it over and if you have any questions I will try to answer them.

Cl: O.K. . . . No questions.

13. **Co:** O.K. Now there will be forms I will want you to sign today which includes this intake form which is an application for services. There will be other forms which I will explain as we come to them. O.K.?

Cl: O.K.

14. **Co:** After we get your medical information back a decision will be made as to your eligibility unless specialist exams are called for and we need additional information in order to make an eligibility determination. However, we will cross that bridge when we come to it unless you have questions about it now.

Cl: No, I don't believe I do.

15. **Co:** O.K. Now let's suppose you are found not eligible. That's not necessarily the end of it. You do have a right to appeal a decision of ineligibility. You just let me know, we will get my supervisor in on it who will contact our Central Office and your appeal will be heard. That also holds true to your satisfaction with services if you are found eligible. In other words, if you are unhappy with the services you are receiving you have a right to an administrative review. Same procedure. Just let me know. One more thing and I'm going to shut-up and let you talk; all our services here are provided without regard to race, color, creed, national origin, etc. in compliance with the Civil Rights Act. O.K.?

Cl: O.K.

16. **Co:** Now do you have any questions about what I have covered at all?

Cl: No, I think I pretty well understand everything.

17. **Co:** O.K. You said you had medical problems? Why don't you try to give me as good a picture of your situation as you can?

Cl: Well, I got a job as an ambulance driver for Quick Ambulance Service 6 months ago. Things were going fairly well and then about 2 months ago, I started feeling tired most of the time.

18. **Co:** Mm-hm.

Cl: I went to the doctor and he ran some tests. Well, I had developed diabetes. It's such a severe case that he had to put me on 100 milligrams of DBI a day to start with. I've been on a diet since Nov. but I wasn't doing any good on it, it was making me feel worse instead of better as far as the way it was affecting me physically as well as emotionally. The DBI was making me sick. I kept getting worse and last week I went into a diabetic coma. I'm subject to extreme weakness, semi-consciousness and unconsciousness due to this diabetic condition. So Friday I went back to my doctor and he started me on insulin shots 3 times a day. I've got to give myself 3 units of insulin 3 times a day now. Before each major meal, I have to give myself 3 units of insulin and I also have to stay on an 1800 calorie diet.

19. **Co:** You're really having a tough time with this diabetes.

Cl: Yeah.

20. **Co:** Have you had any other medical problems in addition to the diabetes?

Cl: You mean now?

21. **Co:** Well, either now or in the past.

Cl: Oh, yeah, where do you want me to start, there's emotional problems, alcoholism, and drug addiction.

Information Collection Effectiveness During The Intake Interview

Continuation of The Case of Jed Pierce - A

Jed Pierce
Intake Interview - A

1. **Co:** What were the psychological problems you had in the past?

   Cl: The only time I saw my diagnosis was one time, I saw schizophrenia and something else on it, I forget now what it was, the main diagnosis was schizophrenia. And secondary diagnosis was alcoholism or alcohol addiction, or alcohol dependency, I think is what they called it, alcohol dependency.

2. **Co:** Mm-hm.

   Cl: I come by it honestly, my oldest brother is an alcoholic, and my father was an alcoholic, he doesn't drink anymore. My oldest brother's still drinking.

3. **Co:** Why do you think you drank?

   Cl: Well, it gave me escape from reality, escape from myself. Because I know I've always hated myself, I knew I was different because I wasn't like the people around me. I've always had an inferiority complex running out of my ears. When I was drinking, it gave me a feeling I could do things, that I had courage and all this kind of stuff. But I got kicked out of the service because I couldn't, well, I got an unadaptable discharge. Because I didn't like it when I got in, I didn't like the discipline, I couldn't stand it. So anyway about a month and a half after I got in I got an unadaptable discharge. So I came home. I got drunk again a couple of weeks after I got home, that's when my family first sent me to Baldridge State Hospital.

4. **Co:** How long did you stay at Baldridge?

   Cl: They sent me home after three weeks. I didn't get into any real trouble as far as drinking or anything for about a year, well, until I was 19, right at about a year after that. And I got married, for the first time. I married a girl and I stayed married for about nine months. At the end of that nine months, that's when I got drunk the first time after that period of a year. And I got drunk that day and I just really made a fool of myself. I left her, we got into this big fuss and I left her. I'd already started working at this ambulance service at this time as an attendant. I went up to the ambulance service, stayed about a week, and then, anyway, I came back home, she'd already packed to go home, so I went on and divorced her. But, I started getting lonely. So six months later I married another lady. We stayed married about three years, three years of nothing but hell for her because I started drinking every night. I didn't drink at work, but I was changing jobs a lot and already had a lot of financial difficulties. Then, of course, during this time also I was taking pills, you know. So she finally divorced me after three years, you know, or I divorced her actually. She had left me a number of times during that time, we'd had all kinds of financial problems, I never did support her.

5. **Co:** Yeah.

   Cl: During that time I got a job selling cars.

6. **Co:** Who did you work for?

   Cl: Rudy's Auto Sales. We were still married at the time, but separated. And I met this guy's niece, my boss's niece, the owner of the car lot, and got to going with her and she got pregnant. So we got married, we had to get married.

7. **Co:** And this was your third wife?

   Cl: Right. I really have quite a story. I'm not proud of it now, but I'm not ashamed of it anymore either. I was ashamed of it for a long time, but I'm not ashamed of it now because I understand why I did these things. This is where AA helped me. This is where it helped me to stay sober also.

8. **Co:** How long have you been in AA?

   Cl: Three years.

9. **Co:** Have you done any drinking since being in AA?

   Cl: Yes sir, I have. That second time, after I got into AA when I was 24, I stayed sober six months. That was the longest period I'd stayed sober without drugs or without alcohol, since I was 18 years old.

10. **Co:** That must have made your wife happy?

    Cl: It would have, but I followed it with a six month drunk. She divorced me.

11. **Co:** I see.

    Cl: When I sobered up I came back to AA and I stayed sober about another five months. Stayed what I call dry, because I was wanting a drink real bad all the time, I didn't go to AA very much, only during this time. I had remarried during this second time of getting drunk.

12. **Co:** How many times does that make?

    Cl: Fourth time. I married while I was drunk. The night I got married I got drunk. I married a woman that was four years older than me that had five children and one of them was mentally retarded. Talk about insanity, now that was strictly insanity. But, she, we stayed together about seven or eight months. I got drunk again five months after we got married and this is when she divorced me. And this is when I got back into AA and stayed dry for six months. I got a job driving an ambulance and doing some painting you know, odds and ends jobs. But I was lonely, extremely lonely and I married a girl that was a drug addict and an alcoholic also. She had just got started in AA and Narcotics Anon. I got into Narcotics Anonymous also.

13. **Co:** Is this the girl you're married to now?

    Cl: No sir. Three weeks after we got married she got back on drugs again. We got married in October, we lived together for about a month. I lived with her a week after she got on drugs. And then I couldn't stand it, I couldn't

stay sober and live with her too and stay off drugs so I just left her, I had to leave her. She's still on drugs. I divorced her on it. And I moved out here and I've been married to Dorothy now for, we got married the 5th of May.

14. **Co:** Dorothy's your. . .?

Cl: My present wife.

15. **Co:** Present wife.

Cl: Right.

16. **Co:** When did you start working with the ambulance company?

Cl: I started work with them about the 10th of March. I got fired from this company four years ago for drinking. I'd been with them a year at the time. I got fired for drinking. When I came back in March, within a month or two after I came back with them I'd worked up from an attendant, which is the lowest paying job to the operation supervisor which is the highest paying job. But I've had to give it up since then, I've had to step down to driver then back to an attendant then to a day shift job. Then here last week I had to quit the day shift because of the pressure of the job on account of this diabetes.

17. **Co:** Has your present marriage been going well?

Cl: Well, not as well as I would like.

18. **Co:** Mm-hmm.

Cl: It's sort of on shakey ground now.

19. **Co:** Shakey ground?

Cl: Yes, certain aspects of it is. Well, now like this morning. We'll have, we've got to the point within the last, especially the last two or three weeks since I've been having to miss work due to sickness and having to cut down from supervisor's job right on down the ladder to where I finally had to quit my job. Been having financial problems. We have just not been getting along very well lately. It's got to where we're having some real strong arguments. Like me having to leave the house to keep from saying some things or either I get so mad I'd be afraid I might lose my temper and slap her or something like that, it's got to that point.

20. **Co:** Mm-hmm.

Cl: I really want this marriage to last and she does too. But it's been hell for the last month or something like that, too many, I mean, one problem right after another. If it wasn't real deep deep desire and love and things between us, she and I, there's no way in the world that we'd be together today.

21. **Co:** Mm-hmm.

Cl: She's an extremely intelligent girl, I have a lot of respect for her in a lot of ways.

22. **Co:** How long has it been since you've had a drink?

Cl: It's been, let's see, since, it's been 19 months.

23. **Co:** This is a good long period. And there are individuals you can call if the urge gets too great?

Cl: Yes.

24. **Co:** Is your wife working?

Cl: Yes.

25. **Co:** Can you just live on her income for a while?

Cl: Not right now. This is one thing that's really bugged me today. We've got some bills that are pressing, like utility bills, rent. The landlord's been over there twice today wanting the rent and things like this, for this month. The electric company is threatening to cut off our power this month because we haven't paid the bills. We owe $32, they said if we don't pay it by today we'd be cut off. And she'll only draw $32 this week because of all my medication and because of deductions that her insurance and things being taken out.

26. **Co:** How much is your power bill?

Cl: Power bill is $32. The rent is $80 and other utilities, you know, groceries. Well, with the groceries, we will have to take her paycheck and pay the groceries and to hell with the rest of it is the only thing to do. If they cut it off they'll just cut it off. And I'm just fed up with it. This is something I've been down at myself about. I shouldn't be doing it but I can't help it, because it's bugging the heck out of her. I'm at the point where I don't care what is wrong with me or how it affects me or anything else I've got to get a job, I've got to get to work. Regardless of whether I can work or how it affects me or anything else, I've got to because it's impossible for me to live.

27. **Co:** Really want to do something, huh.

Cl: I'll tell you something, I need to get some job training. I think that if I'm able to get training, I'm reasonably sure that I would like for it to be in something in the medical profession. Some type in the medical profession, I don't know what yet, you know, exactly. I've got some ideas, like O.R. technician or E.R. technician, something like that. Because I've had 8 years off and on of ambulance experience and a lot of expensive training from doctors. I've delivered babies, I've had training on this, I've done a little bit of everything. Right now I can take blood pressure, I can give EEG's start IV's, I've got all this training. But anyway I thought about possibly getting a job in the hospital. Something, you know, if it paid, even on an orderly basis, you know, something I can do that would be 8 hours a day, 40 hours a week and then working into something better, you know, getting training in something.

28. **Co:** I see.

Cl: Okay.

29. **Co:** Okay. Let's stop for the day.

Information Collection Effectiveness During The Intake Interview

Continuation of The Case of Jed Pierce - B

Jed Pierce
Intake Interview - B

1. **Co:** I see. Tell me about any treatments you have received for those problems?

   Cl: I've had psychiatric treatment a number of times.

2. **Co:** What about now?

   Cl: I haven't seen anyone for almost a year.

3. **Co:** Tell me about the kind of psychological problems you were dealing with in the past?

   Cl: The only time I saw my diagnosis was one time, I saw schizophrenia and something else on it, I forget now what it was, the main diagnosis was schizophrenia. And secondary diagnosis was alcoholism or alcohol addiction, or alcohol dependency, I think is what they called it, alcohol dependency.

4. **Co:** Mm-hmm.

   Cl: I come by it honestly, my oldest brother is an alcoholic, and my father was an alcoholic also, he doesn't drink anymore. My oldest brother's still drinking.

5. **Co:** Tell me more about your problem with alcohol?

   Cl: I got drunk the first time when I was 17. I remember the first time I drank anything. I was out with a bunch of guys, I always ran around with people who were older than me, for a long time I dated women older than me, I never did like people my own age. But I got drunk one night, I came home and really raised all kinds of cain, I caused all kinds of trouble with my family that night, you know. They finally had to get a doctor over there to give me a shot to knock me out. It affected me that way from the beginning.

6. **Co:** You must have had a lot to drink.

   Cl: I had about 3 glasses of vodka, small glasses, it wasn't really that much. But it always affected me that way. Every time I drank I went just completely berserk just about every time. For about the next year and a half, I started drinking heavy. I went into the service during that time. My father signed for me to get into the service. I think he was desperate. He was ready to get rid of me any way he could. I don't blame him now.

7. **Co:** Why do you think you drank?

   Cl: Well, it gave me escape from reality, escape from myself. Because I know I already hated myself, I knew I was different on it by this time because I wasn't like the people around me. I wasn't like the kids around me, I'd already been in so much trouble and I already had such a guilt complex about myself I think at this time. But it gave me, you know, a good feeling, I felt like I had an inferiority complex running out of my ears as long as I can remember. When I was drinking, it gave me a feeling I could do things, that I had courage and all this kind of stuff. But I got kicked out of the service because I couldn't, well, I got an unadaptable discharge. Because I

didn't like it when I got in, I didn't like the discipline, I couldn't stand it. So anyway about a month and a half after I got in I got an unadaptable discharge. So I came home.

8. **Co:** That must have been a rough experience for you at that age too.

Cl: Right. I was still 17, no, I'd just turned 18 I think at that time because it was in Oct. of '70 and I think I'd just turned 18. But the Air Force sent me a letter home saying I needed some psychiatric help at that time. I never had had that much, I'd been to the local mental health clinic once or twice before but of course, you know, they just said there wasn't that much wrong with me. I don't think they knew that much at that time about the problems I was having. Also I wouldn't be honest with them either. Anyway, I got drunk again a couple of weeks after I got home, that's when my family first sent me to Baldridge State Hospital.

9. **Co:** And tell me about your stay at Baldridge?

Cl: Not much to tell. They sent me home after three weeks. I didn't get into any real trouble as far as drinking or anything for about a year, well, until I was 19, right at about a year after that. And I got married, the first time, I married a girl and I stayed married for about nine months. At the end of that nine months, that's when I got drunk the first time after that period of a year. And I got drunk that day and I just really made a fool of myself. I left her, we got into a big fuss and I left her, I'd already started working at this ambulance service at this time as an attendant. I went up to the ambulance service, stayed about a week, and then anyway, I came back home, she'd already packed to go home, so I went on and divorced her. Six months later I married another lady. We stayed married about three years, three years of nothing but hell for her because I started drinking every night. By the time I was 21 years old, I couldn't do anything without drinking on my spare time. I didn't drink at work, but I was changing jobs a lot and already had a lot of financial difficulties. Then, of course, during this time also I was taking pills, you know. So she finally divorced me after three years, you know, or I divorced her actually. She had left me a number of times during that time, we'd had all kinds of financial problems, I never did support her. Everything that I had had to go for alcohol, to buy alcohol, you know, to do what I wanted to do. I was about 22 years old, I think at that time. Some of these are just approximate ages, I can't really remember exactly.

10. **Co:** Yeah.

Cl: During that time I got a job selling cars. Again like I said, I switched jobs several times to jobs, back and forth from the ambulance service, you know and things. I'd already started getting in jail for drinking and things like this at this time. During the time we was separated I was selling cars. And the guy, I was doing real well, making good money, making 12, 13, 1400 dollars a month selling cars. And I met this guy's niece, the owner of the car lot, and got to going with her and she got pregnant. So we got married, we had to get married.

11. **Co:** And this was your third wife.

Cl: Right. I really have quite a story. I'm not proud of it now, but I'm not ashamed of it anymore either. I was ashamed of it for a long time, but I'm not ashamed of it now because I understand why I did these things. This is where AA helped me. This is where it helped me to stay sober also.

12. **Co:** So you feel a lot better about it now?

Cl: Yea.

13. **Co:** You married your boss's niece. Tell me more about the marriage.

Cl: It lasted until my son was born, it was about 9 months. It was hell during this time though I tried the hardest to maintain myself, to pay my bills, to be a husband, be a man, I think I tried the hardest during this time that I had ever tried before. Because this son, this child meant a whole lot to me. But we caught hell, not only from each other but from our families because of her getting pregnant. My family kept saying it wasn't my child because I hadn't been able to have any children before and that there wasn't any chance that this was my child because of the previous relationships with no children involved, you know, things like this. I'd had a kidney operation when I was about 17 and the doctor said there was a chance it would lead to sterility, so my father especially said that this wasn't my child. Of course, my wife hated this and I got to the point where I'd tell her that this wasn't my child and things like this. It was just hell all the way through. I was drinking extremely heavy by then, I was drinking during the day, and every night and every weekend.

14. **Co:** Really a difficult time for you, huh. And you were still working for her uncle then?

Cl: For awhile. Then I quit and went back to running an ambulance again. And that's what I did for most of the time we were together, the nine months. But she'd already left me two months before the child was born. She went and lived with her grandmother part of the time. But to show you how sick I was at the time, how screwed up I was with this alcohol and narcotics, when she was six or seven months pregnant, she had always tried, wanted to get rid of the baby from the day she found out she was pregnant because of the circumstances. She was constantly doing things to try to get rid of it, she never would take care of herself. She'd strain herself, try to lift things she wasn't supposed to lift. And she would tell me that she wanted to get rid of it is why she did these things. So when she was seven months pregnant, I got drunk and got real mad at her and I hit her in the stomach. It didn't affect her, it didn't affect the child during the time. But I just told her I was going to help her get rid of it.

15. **Co:** Remembering all this, depresses you quite a bit now.

Cl: Yes sir, I remember. I don't think I could forget it. My son was born with a rupture, a hernia. I don't know if it's from what I did or from the strain she put on him or what it was from. But he was born with a hernia and had to have an operation to fix it.

16. **Co:** It's a possibility that it's nothing either one of you did.

Cl: That's right, there's no definite thing. But of course I blamed it on myself, you know, for a while. But she left me and that really drove me crazy when that happened. Because it, I don't know, this was the only good thing that happened in my life. The only good thing that I could ever remember, it was the only thing that meant anything to me. And she meant a lot to me, I really loved her, I loved her I guess more than anything I've ever been able to love. I loved her as much as I was capable of loving at that time. And she divorced me, of course, I tried committing suicide a number of times before this and during this time also. A lot of other times just to get attention. A lot of the time just to get into the hospital to escape from things.

17. **Co:** Mm-hm. You felt just overwhelmed and didn't know where to turn. The suicide attempts were your ways of saying "Hey somebody help me".

Cl: Yes. I, tell you it's a miracle I'm not dead. I took just about everything, I've took as high as, been drunk and took as high as 50 milligrams Thorazine tablets plus some other things on top of it, things like this, I've took this and I've took that. I've taken things like Sani-Flush and stuff like that. And just stuff that would kill you, no way to keep from killing you.

18. **Co:** What kept you from dying? Someone must have always found you in time.

Cl: I'd usually wind up telling somebody because I really didn't want to die at that time. I'd usually wind up telling somebody. But anyway she divorced me. Anyway she divorced me while I was in the state hospital, no, she divorced me before I went back to Baldridge again, I'd already been back into Baldridge one time during this time.

19. **Co:** And this was really a blow to you at the time.

Cl: Right. Anyway she divorced me and I straightened up for awhile. First time that I ever, this was really a blow to me. I got into the church and things and I quit drinking and I got to working, I got to selling cars, I got to making good. And I quit drinking for about three months and things had really changed in my life at this time. And I kept praying for her to come back to me and things like this and sure enough she came back to me and asked me to come back to her. She said she wanted her son to have a father and things like that. So we went back together and this lasted awhile.

20. **Co:** This must have made you feel a lot better.

Cl: Well things went well only for about a week. I got, I think then I had got what I wanted so I didn't really feel like I needed the church anymore or anything else, that I could go back to drinking. Anyway I went back to drinking and it lasted about three weeks. She left and had me put under a peace bond because I had gotten violent. I had to stay away from her and the kid, and I wound up back in the state hospital and she divorced me again, during this time while I was in Baldridge Hospital. And after that, I got out, I just went completely out of it.

21. Co: How many years ago, you were up to about. . .

Cl: This was when I was 23 years old.

22. Co: You're how old now?

Cl: 27. Anyway I just went completely out of it. I - I started drinking constantly, all the time, getting into trouble, jail, everything continuously. I could work just enough to get enough to drink on and things like this. I had escaped from Baldridge hospital during this time. I escaped so many times they got to where the last time, when I came back from Florida I was 24 years old, when I came back from Florida, the doctor down there, Dr. Monroe, I'd escaped so many times from it he put me on the maximum security ward.

23. Co: Now, that time, how long did you stay in the hospital?

Cl: That time I was only in Baldridge for about a month. Because when they locked me up in the maximum security ward, this last time, that time when I was 24 years old he told me when he locked me up he said, Well Jed, you're driving your family crazy, you're driving yourself crazy. Said there's no way in the world you can function on the outside without using alcohol or narcotics and said that there's no way that you can do it and said that by doing that you're killing yourself, you're killing your family and everything else. And then he said, Jed, I have no other choice but to keep you locked up in this maximum security ward for the rest of your life, it's the only way I can keep you here and you can't live on the outside. And that did something to me. I've been threatened and a little bit of everything else tied up on me. But by the time, before he ever said that, by this time I had begun to realize that there was something really wrong with me.

24. Co: And this really jolted you, but what happened is you stayed in maximum security two weeks, you stayed in the hospital about two months?

Cl: No. About a month in Baldridge Hospital. At that time I found out, like I said I started getting honest with myself, honest with them too, started getting honest with my family, I started telling them some of the things, you know, some of the crazy things, that I'd done and some of my thoughts, you know, things like this. So my doctor, I still don't think he had any hope for me at that time. But I found out I was eligible to go to the Veterans Hospital, my family actually found out about it. So I finally talked my doctor at Baldridge into transferring me over to the Veterans Hospital, because I'd heard I could get some help over there. I didn't have any confidence at all in Baldridge Hospital. And when I got over to the VA Hospital, I first went before the board, you know, they have a board of doctors and things that you go through when you first go in.

Co: Social workers and so on?

Cl: Right. I just spilled it all out to them. Everything, you know, my thoughts, I was honest with them. As honest as I was capable of being at that time. Because I had just had it. And I knew that I had tried everything in the world, nothing had ever worked. So I was going to try honesty as much as I could, cause I'd tried lying and everything else all my life. Well, I think I just begun to see myself, you know and things and I wanted to help. But when

I told them all this I didn't think there was a chance in the world, you know, I just figured they'd take me and lock me up and keep me the rest of my life.

26. **Co:** And throw away the key. You must have been really frightened.

Cl: Yeah. When I told them all these crazy things, but they gave me some hope, though, they said there was some hope for me. Because I was getting honest at that time. And of course, during that time, I bring up religion during this, not religion but God. Because this is the way I think I came out of it. Because I had started asking for help from Him and everybody else at that time. I started praying a lot, you know, and things like this. I started getting better. I started coming out of it remarkably within three months time I was out of the VA Hospital and I was in real bad mental condition when I first come out of there.

27. **Co:** Was this at age 24?

Cl: 24. I came back never thinking I'd ever have to drink again. I went back to driving an ambulance and within three weeks time I was drunk again. But, then I had to go back to the VA Hospital and stayed a month this time and they helped me find a job.

28. **Co:** Alright. Did you ever have contact with the state rehabilitation agency during that time?

Cl: Yes, I started in Rehab. a number of times during when I was in Baldridge. But it was mostly just to try to get out of the hospital, it was the only way I could get out of the hospital, you know, was to do that.

29. **Co:** But you never left the hospital on any of the state rehabilitation agency's aftercare programs?

Cl: No.

30. **Co:** And you never contacted us here before?

Cl: No sir, I got into Alcoholics Anon., after I got out of the VA Hospital that second time, they really helped me a heck of a lot.

31. **Co:** This was when you were 24?

Cl: Yes sir.

32. **Co:** Alright. This has been three years ago?

Cl: Yes.

33. **Co:** Have you had periods of drinking since then?

Cl: Yes sir, I have. That second time, after I got into AA when I was 24, I stayed sober six months. This is the longest period I'd stayed sober without drugs or without alcohol since I was 18 years old. Stayed sober six months, a number of things happened, I went out and got drunk, I stayed drunk, well, I got drunk that one night, that time, because it like to killed me, not only physically but mentally, I couldn't stand it anymore. So I went back to the VA Hospital, stayed two weeks, came back out, went back to work, got

back into AA, stayed sober seven or eight months this time working. I got drunk again on it and this time I stayed drunk about six months. And by the end of that six months I was just beat, I was just almost dead, physically and mentally again. But I had grown, you know, emotionally and things during all this time. And I wasn't in quite as bad mental condition as I was before. So this time, this is when, I, no, I take that back, this time I came back into AA on it and I stayed sober about another five months. Stayed what I called dry, because I was wanting a drink real bad all the time, I didn't go to AA very much, only during this time. I had remarried during this second time of getting drunk.

34. **Co:** Fourth time?

Cl: For the fourth time. I married while I was drunk. The night I got married I got drunk. I married a woman that was four years older than me that had five children and one of them was mentally retarded. Talk about insanity, now that was strictly insanity. But, she, we stayed together about seven or eight months. I got drunk again five months after we got married and this is when she divorced me. And this is when I got back to AA and stayed dry for six months. I got a job driving an ambulance and doing some painting you know, odds and ends jobs. But I was lonely, extremely lonely and married a girl that was a drug addict and alcoholic also. She had just got started in AA and Narcotics Anon. I got into Narcotics Anonymous also.

35. **Co:** Is this the girl you're married to now?

Cl: No sir. Three weeks after we got married she got back on drugs again. We lived together for about, we got married in October, we lived together for about a month. I lived with her a week after she got on drugs. And then I couldn't stand it, I couldn't stay sober and live with her too and stay off drugs so I just left her, I had to leave her. She's still on drugs. I divorced her on it. And I moved out here and I've been married to Dorothy now for, we got married the 5th of May.

36. **Co:** Dorothy's your. . .?

Cl: My present wife.

37. **Co:** Present wife.

Cl: Right.

38. **Co:** Tell me a little about your job with the ambulance company.

Cl: O.K. I started work with them about the 10th of March. I got fired from this company four years ago for drinking. I'd been with them a year at that time. I got fired for drinking. When I came back in March, within a month or two after I came back with them I'd worked up from an attendant, which is the lowest paying job to the operation supervisor which is the highest paying job. But I've had to give it up since then, I've had to step down to a driver then back down to an attendant then to a day shift job. Then here last week I had to quit the day shift because of the pressure on the job on account of this diabetes.

39. **Co:** I see. Who has your medical history?

Cl: Complete history? Dr. John Simpson here in town. He wrote to the VA Hospital and all the major places I'd been to and got it.

40. **Co:** Would it be possible for me to get copies of your history?

Cl: Yes sir.

41. **Co:** Would you ask that he send a copy of this medical information to me?

Cl: I'd be glad to.

42. **Co:** Of the jobs you've had, which ones did you like most?

Cl: I enjoyed selling automobiles to a certain extent. You know, I sold with some new car dealerships and also some used car dealerships. And I've always made good money at it. And I don't know if I could, I don't know if it's something I might be pretty successful at as a career. Whether I actually want to make a career of it or not is something I don't know.

43. **Co:** Are any other jobs that you have had been more enjoyable?

Cl: Not really.

44. **Co:** So you really enjoy selling cars the most.

Cl: Yes.

45. **Co:** Are you taking any psychiatric drugs now?

Cl: I take Elavil. I don't like to but it helps me really get comfortable with myself. But I am not comfortable depending on tranquilizers.

46. **Co:** Mm-humm.

Cl: They help me get through the rough parts of the day, but I have to get off them.

47. **Co:** Who is prescribing your psychiatric medication?

Cl: Dr. Prescott.

48. **Co:** He's prescribing all of it?

Cl: Yes sir.

49. **Co:** That's good. We find sometimes that even if two real competent physicians are prescribing, they don't get together enough and one medication may counteract another.

Cl: Right.

50. **Co:** Tell me about how your present marriage is going?

Cl: Well, not as well as I would like.

51. **Co:** Mm-humm.

Cl: It's sort of on shakey ground now.

52. **Co:** Shakey ground?

Cl: Yes, certain aspects of it is. Well, now, like this morning. We'll have, we've got to the point within the last, especially the last two or three weeks since I've been having to miss work due to sickness and having to cut down from supervisor's job right down the ladder to where I finally had to quit my job. Been having financial problems. We have just not been getting along very well lately. It's got to where we're having some real strong arguments. Like me having to leave the house to keep from saying some things or either I get so mad I'd be afraid I might lose my temper and slap her or something like that, it's got to that point.

53. **Co:** Mm-hmm.

Cl: I really want this marriage to last and she does too. But it's been hell for the last month or something like that, too many, I mean, one problem right after another. If it wasn't real deep deep desire and love and things between us, she and I, there's no way in the world that we'd be together today.

54. **Co:** Mm-hmm.

Cl: She's an extremely intelligent girl I have a lot of respect for her in a lot of ways.

55. **Co:** How long has it been since you've had a drink?

Cl: It's been, let's see, since, it's been 19 months.

56. **Co:** This is a good long period. And there are individuals you can call if the urge gets too great?

Cl: Right, you know, we've had a big thing about the financial end of our marriage, about who will handle what, she's been used to wearing the pants for so long from her previous marriage that it's hard for her to give it up, but she told me the other day, we sat down and calmly talked about it, and it was on a real good basis. And she told me, I'll tell you what, I'm going to take off the pants and you're going to handle all the financial things and I don't even want to hear about it. She worries about bills a lot more than I do. I used to worry about it constantly but I've got to the point where I've decided that what I can pay I'll pay, if I can't pay it, to hell with it. I'm not going to worry about it, there's nothing I can do about it and I'm not going to totally deprive myself, my family of everything or any enjoyment and everything else in order to pay my bills. I did that for awhile when I got sober, I didn't spend a cent on nothing, clothes, any type of enjoyment, anything else, just tried to pay bills with every cent I had and stayed at home. And that was the most miserable time in my life. I can't stay sober and do that.

57. **Co:** Can you just live on her income for a while?

Cl: Not right now. This is one thing that's really bugged me today. We've got some bills that are pressing, like utility bills, rent. The landlord's been over there twice today wanting the rent and things like this, for this month. The

electric company is threatening to cut off our power this month because we haven't paid the bills. We owe $32, they said if we didn't pay it by today we'd be cut off. And she'll only draw $32 this week because of all my medication and because of deductions that her insurance and things being taken out.

58. **Co:** How much is your power bill?

Cl: Power bill is $32. The rent is $80 and other utilities, you know, the groceries. Well, with the groceries, we will have to take her paycheck and pay the groceries and to hell with the rest of it is the only thing to do. If they cut it off they'll just cut it off. And I'm just about fed up with it. This is something I've been down at myself about. I shouldn't be doing it but I can't help it, because it's bugging the heck out of her. I'm at the point where I don't care what is wrong with me or how it affects me or anything else I've got to get a job, I've got to get to work. Regardless of whether I can work or how it affects me or anything else, I've got to because it's impossible for me to live.

59. **Co:** Can you go back to the ambulance company as an attendant while we're working on getting your physical health straightened up?

Cl: I could go back but frankly it wouldn't work. I know it wouldn't. Because I wouldn't be able to get my physical health straightened out, it would make it worse. There's several reasons why I can't, one of them is that, I don't know if you know anything about ambulance drivers or ambulance companies but the majority of the people that work and own these companies especially the people that work at them are alcoholics or well on their way to being an alcoholic. It's not good for me to be around them. I'm not that strong yet myself and that job affects me emotionally as well as physically. The company is bad, the hours are bad, there's no way in the world in the ambulance service you have a set lunch hour, a set noon hour or anything like that. You space your eating between your calls, sometimes you go to work at 8:00 and not even get to eat lunch till 4:00 in the afternoon, not be able to stop, it's that busy sometimes. You're continuously under pressure, you're under pressure from the job itself, from the patients, from the company, from the personnel. Well, this is the way I was. So it's impossible for me to do that and keep my sanity, sobriety and health.

60. **Co:** You've had several other jobs locally, right?

Cl: Oh, yes sir. I've had a number of jobs around here. I switched back and forth from jobs so many times, it would take two pieces of paper to list them probably. But the main places were the car dealer and the ambulance company. I've worked for them off and on for awhile.

61. **Co:** What would you have to earn on a job at this point in order to get by until we get the physical health improved so you can at least work nearer your potential?

Cl: I'd probably have to earn somewhere between $125 to $150 a week, more like $150 a week to survive right now. It'd be enough to pay the bills and things like this.

62. **Co:** What about any acquaintances through AA? Is there anyone there in a position to assist you in finding work at this point of a temporary nature?

Cl: Well, my close friends in AA know that I'm looking for a job and they're keeping their eyes open for me.

63. **Co:** I see.

Cl: My main thing is right now, even though I've got to have a job. I've switched back and forth so many times till it's getting to the point, I'm getting to where I can't do that, I don't want to do it. It's got to the point now to where I'm going to have to settle down, I'm going to have to get job stability. If I keep taking jobs I know I'm not going to be able to hold or that I'm not going to be able to maintain a reasonable interest in and things, well I'm not going to keep them. I know that.

64. **Co:** Right.

Cl: I'll tell you something, I need to get some job training. I think that if I'm able to get training, I'm reasonably sure that I would like for it to be in something in the medical profession. Some type in the medical profession, I don't know what yet, you know, exactly. I've got some ideas, like O.R. technician or E.R. technician, something like that. Because I've had eight years off and on of ambulance experience and a lot of expensive training from doctors. I've delivered babies, I've had training on this, I've done a little bit of everything. Right now I can take blood pressure, I can give EEG's, start IV's, I've got all this training. But anyway I thought about possibly getting a job in the hospital. Something, you know, if it paid, even on an orderly basis, you know, something I can do that would be eight hours a day, forty hours a week and then working into something better, you know, getting training in something.

65. **Co:** I see.

Cl: Okay.

66. **Co:** Okay. Jed we are almost out of time today, but I do want to get some additional information about your educational history and economic situation.

Cl: Okay.

Non-Verbal Interaction Techniques During The Intake Interview

The Case of Melinda Bracken - A

Case of Melinda Bracken - A

1. **Co:** Come in.

   Cl: Thank you.

2. **Co:** Okay, how you doing today?

   Cl: All right.

3. **Co:** That's good. Let's get started by completing this application form. . .Now, what's your name?

   Cl: Melinda Bracken.

4. **Co:** Okay, that's B-R-A-C-K-E-N, right?

   Cl: Right.

5. **Co:** What is your social security number?

   Cl: 481-78-6848.

6. **Co:** What is your address?

   Cl: Rt. 10, Box 49.

7. **Co:** Cobtown?

   Cl: Yes.

8. **Co:** Okay. Then the zip code is 71453?

   Cl: Yes.

9. **Co:** What is your telephone number?

   Cl: 555-1212.

10. **Co:** Okay. Who referred you here?

    Cl: Well, I went to see this Doctor Calhoun and he said that I should come over here and talk to you people cause I need some medical assistances and I need to get my beautician's license and we just can't afford either.

11. **Co:** Okay, so you were referred by Dr. Calhoun.

    Cl: Yes.

12. **Co:** Okay. Now, let's see, you are female. Are you married?

    Cl: Yes.

13. **Co:** Your husband's name is?

    Cl: Joseph Bracken.

14. **Co:** Joseph. Okay. Any children?

    Cl: I have a ten year-old daughter and a three year-old son.

15. **Co:** Keeps you pretty busy.

    Cl: Right.

16. **Co:** Are you employed?

Cl: No.

17. **Co:** What about your husband, is he employed?

Cl: Yes, he works construction.

18. **Co:** How much does he earn?

Cl: About $150 a week.

19. **Co:** Okay, let's see. . .race is white. . .you rent or own your home?

Cl: We rent.

20. **Co:** Okay. What is the highest grade you've completed in school?

Cl: 12th.

21. **Co:** Okay. High school education.

Cl: I also completed beautician training.

22. **Co:** Okay, I'll put that down here. What about work history? Have you worked in the last year?

Cl: Yes, I've actually had 3 jobs.

23. **Co:** Mm-hmm.

Cl: I worked part-time at a beauty shop for a couple of months during Christmas. And then just four days at another place cause there was no business.

24. **Co:** What did you earn at those jobs?

Cl: It varied. But I never earned more than $50.00 a week as a beautician.

25. **Co:** What about the third job?

Cl: Oh yes, I worked for a fast food hamburger restaurant for about a month.

26. **Co:** How did you like that job?

Cl: It was okay, but I didn't earn much money, only $1.75 an hour and it was bad for my health.

27. **Co:** Oh.

Cl: Yeah, I have diabetes so I have to eat at certain times, the night work at the restaurant messed up my meals.

28. **Co:** Okay, let's get back to the problems that brought you here.

Cl: Yeah, uh, well, I'd come from Boontown and the doctor says get in touch with someone up here right away. . .

29. **Co:** Uh-huh.

Cl: for my diabetes. So I did, well, then I kept coming like every two weeks because my blood sugar was so high.

30. **Co:** I see. How is it now?

Cl: It's still pretty high, it runs high most of the time. I stay on a 2400 calorie diet and take 50 units of insulin every day but it still stays high.

31. **Co:** Uh-huh.

Cl: I was going to the Family Practice Clinic, and of course, they don't work there for no money. Like I went there in September, October, and November and the whole bill came to 191 dollars for the treatments.

32. **Co:** Um.

Cl: That's just for the doctor and blood tests and that. That's not for, uh, insulin.

33. **Co:** Have you been having any other medical problems besides diabetes?

Cl: Well, I developed arthritis when I was 20 years old and I have been in and out of hospitals quite a bit for my arthritis and have had surgeries and everything.

34. **Co:** How old are you now?

Cl: I'm 29.

35. **Co:** You've had arthritis for about 9 years then.

Cl: Yes.

36. **Co:** Could you tell me something about the problems you've had with your arthritis?

Cl: Uh, well sometimes it prevents me from standing a lot, going up and down the stairs bothers me.

37. **Co:** Has this been the case for the last 9 years?

Cl: Yes, but it got very bad about 5 years ago. I couldn't even walk. I was in and out of the hospital, I had surgeries and everything.

38. **Co:** Did the surgery help?

Cl: I had both my feet done, but it didn't help. I'm disgusted with it.

39. **Co:** Mm-hm.

Cl: It's better than what it was then.

40. **Co:** What did you have surgery on at that point?

Cl: Well, they did surgery on my hand, first the one hand, then I was in again, they did the other hand.

41: **Co:** Uh-huh.

Cl: I had both of my feet done.

42. **Co:** And this has helped substantially?

Cl: Quite a bit, except for my feet. I'm disgusted with it.

43. **Co:** Oh?

Cl: They did surgery and it turned out just the same as it was before.

44. **Co:** Uh, I see.

Cl: But my hands, they turned out real good.

45. **Co:** What about the beautician's license? You must have had a license if you worked as a beautician.

Cl: I did, but it was in another state.

46. **Co:** Are you eligible for a license in this state?

Cl: Yes, but I have to go to the state capital and take the test. And that would cost a little money.

47. **Co:** How much would it cost?

Cl: Well, I'd have to take a bus to the capital and bring a model with me and pay her way. You got to stay over night cause you got to be there like 8:00 in the morning. And you got to have your meals and then you got to have your license fee. The license fee, I think is $15 dollars for this state. I had the papers and I didn't think I'd ever do anything about it and I threw them out. So now, I have to send for the papers all over again. Cause I got to get a signature from two employers where I worked and then send them back and they'll send me a date when I can take the boards cause they only have them every so many months.

48. **Co:** Okay, so it would not cost a large amount, maybe about $100 dollars?

Cl: Right, and that's more than I can afford now.

49. **Co:** Okay, so you need money for medical treatment and to cover the cost of getting your beautician's license?

Cl: Yes.

50. **Co:** Well, our first step is to find out if you are eligible for our services. I need to send you for a medical examination for starters.

Cl: Do you think you will be able to help me?

51. **Co:** I think so. But we will talk more about that later.

Cl: I see.

52. **Co:** I am going to make an appointment for you with Dr. Peterson for a general medical. Will you be free every day next week?

Cl: Yes.

53. **Co:** Okay, I will make the appointment and call you tomorrow.

Cl: Okay.

54. **Co:** Well, thank you for coming in.

Cl: Thank you.

Non-Verbal Interaction Techniques During the Intake Interview

The Case of Melinda Bracken - B

Case of Melinda Bracken - B

1. **Co:** Hi, come in. My name is Harry Smith. How are you doing?

   Cl: Fine, thank you. I'm Melinda Bracken.

2. **Co:** Melinda, what brings you to my office?

   Cl: Well, I went to see this Doctor Calhoun and he said that I should come over here and talk to you people cause I need some medical assistances and I need to get my beautician's license and we just can't afford either.

3. **Co:** You have some really costly medical problems?

   Cl: Yeah, uh, well, I'd come up from Boontown and the doctor says get in touch with somebody up here right away. . .

4. **Co:** Uh-huh.

   Cl: for my diabetes. So I did, well, then I kept coming like every two weeks because my blood sugar was so high.

5. **Co:** I see. How is it now?

   Cl: It's still pretty high, it runs high most of the time. I stay on a 2400 calorie diet and take 50 units of insulin every day but it still stays high.

6. **Co:** Uh-huh.

   Cl: I was going to the Family Practice Clinic, and, of course, they don't work for no money. Like I went there in September, October, and November and the whole bill came to 191 dollars for the treatments.

7. **Co:** Um.

   Cl: That's just for doctor and blood tests and that. That's not for, uh, insulin.

8. **Co:** Your medical treatment is really putting financial pressure on you. I see by the way you are sitting in your chair that you must feel pretty depressed.

   Cl: Yes. I guess I am.

9. **Co:** When you walked in I could tell just by the way you walked and moved that you were pretty down about something. Tell me more about your diabetes?

   Cl: I have had it about 5 years, but I also have arthritis. You see I developed arthritis when I was 20 years old and I have been in and out of hospitals quite a bit for my arthritis and have had surgeries and everything.

10. **Co:** How old are you now?

    Cl: I'm 29.

11. **Co:** You've had arthritis for about 9 years then.

    Cl: Yes.

12. **Co:** Could you tell me something about the problems you've had with your arthritis?

Cl: Uh, well sometimes it prevents me from standing a lot, going up and down the stairs bothers me.

13. **Co:** Has this been the case for the last 9 years?

Cl: Yes, but it got very bad about 5 years ago. I couldn't even walk. I was in and out of the hospital, I had surgeries and everything.

14. **Co:** Mm-hm. You look sad when you talk about it.

Cl: Well, it's better than what it was then.

15. **Co:** What did you have surgery on at that point?

Cl: Well, they did surgery on my hand, first the one hand, then I was in again, they did the other hand.

16. **Co:** Uh-huh.

Cl: And I had both of my feet done.

17. **Co:** And this has helped substantially?

Cl: Quite a bit, except for my feet. I'm disgusted with it.

18. **Co:** Oh?

Cl: They did surgery and it turned out just the same as it was before.

19. **Co:** Uh, I see.

Cl: But my hands, they turned out real good. But now the arthritis has moved into my finger joints.

20. **Co:** I see. You mentioned beautician's license earlier. I assume you've gone to beautician's school.

Cl: Well, I went to beautician school three years ago in Boontown.

21. **Co:** Tell me about it.

Cl: I completed the course and I got my Indiana license.

22. **Co:** Okay. And, what did you do after getting your license?

Cl: I, just, uh, worked part-time at Mr. J's Beauty Shop for a couple of months, during Christmas. And then just four days at another place cause there was no business.

23. **Co:** Uh-huh.

Cl: It's the only two places I worked.

24. **Co:** What do you think about the beautician work now?

Cl: I like it. I like the social part of the job and I like trying to create good-looking hairdos for women.

25. **Co:** Uh-huh. I can see you enjoy it. Your face sorta lights up and glows as you talk about it.

Cl: Yes, but there's no jobs. I really enjoy it though.

26. **Co:** So it's something you'd like to stay in.

Cl: Yeah, I think so.

27. **Co:** What about the arthritis in your hands and feet as it related to your job as a beautician? Did that create problems for you?

Cl: Well sometimes it bothers me, like on Fridays or Saturdays, if you're quite busy, then you have to stand all day long. And then it bothers me, like earlier in the week when it is slow, you get a chance to sit down now and then.

28. **Co:** In other words, you have more of a problem with your legs and your feet.

Cl: Yeah (inuad.). . .

29. **Co:** How about your hands though?

Cl: My hands don't bother me too much unless I do too much.

30. **Co:** But you. . .

Cl: And usually when I set hair, it didn't bother me.

31. **Co:** How about now? Any problems with any of a beautician's duties like washing the hair, the putting it in rollers, and such?

Cl: That's hard, washing the hair cause you got to walk. That's hard. But the putting in rollers and clips, it ain't nothing. I don't, it never bothered me.

32. **Co:** You can do it as fast as the other girls?

Cl: No.

33. **Co:** Slower, more slower then?

Cl: I got my own way of doing it, of doing things.

34. **Co:** Yeah.

Cl: There is a certain way you're supposed to wrap a permanent, and then I got to do it my own way.

35. **Co:** Uh-huh.

Cl: Or I can't use all my fingers for the things you're supposed to use. . .that's why I'm slower, I could do it. . .

36. **Co:** Uh-huh.

Cl: But I'm slower.

37. **Co:** Uh-huh. In other words, what you do, uh, how you handle the item or the rollers is different. . .

Cl: Right.

38. **Co:** But the end result is the same.

Cl: Right.

39. **Co:** How do you feel about doing it that way?

Cl: I felt comfortable doing it. . .

40. **Co:** Well, what I'm wondering you see, is whether the right thing is to continue on with your beautician work and license or rather should we look to some other area which would involve less use of your hands.

Cl: But what else is there that you don't use your hands in?

41. **Co:** Yeah, we may have to give that some thought.

Cl: Well, I think I could do a good job as a beautician.

42. **Co:** Mm-hmm. I hear you saying you would like very much to be a beautician. It's something you really enjoy.

Cl: If I could find a job.

43. **Co:** Have you looked for a beautician's job around this area?

Cl: Yeah, I've been looking in the papers and there hasn't been anything.

44. **Co:** Uh-huh.

Cl: There was one, oh, I'd say about three months ago, but it was way, way out in a town 40 miles from here.

45. **Co:** Uh-huh.

Cl: And, well, without a car I wouldn't have been able to get there.

46. **Co:** Yeah. And would you be licensed in this state then?

Cl: I'd have to go to the state capital and take my test.

47. **Co:** I see.

Cl: It would cost a little money.

48. **Co:** Tell me what would be involved in your getting your license and how much it would all cost.

Cl: Well, I'd have to take a bus to the capital and bring a model with me and pay her way. You got to stay over night cause you got to be there like 8:00 in the morning. And you got to have your meals and then you got to have your license fee. The license fee, I think is 15 dollars for this state. I had the papers and I threw them out. So now, I have to send for the papers all over again. Cause I got to get a signature from where I went to school and get a signature from two employers where I worked and then send them back and then they'll send me a date when I can take the state boards cause they only have them every so many months.

49. **Co:** Okay, so it would not cost a large amount, maybe about 100 dollars.

Cl: Right, and that's more than I can afford now.

50 **Co:** Ok. So you need money for medical treatment and to cover your expenses in getting your beautician's license.

Cl: Yes.

51. **Co:** Ok. Melinda, before we do anything else, let me tell you a little bit about our agency so you can be sure if we are the people you need to see. Ok? Do you know anything about us?

Cl: Just a little. Dr. Calhoun said that you helped people with medical expenses and find work.

52. **Co:** That's correct. Let me tell you more about our agency. First of all, we are a state agency with offices located throughout the state and we work with handicapped people. So to be eligible for our help you must have a handicap that prevents you from getting a suitable job. There also must be a good chance that the help we provide whether it be job training, medical treatment or whatever will enable you to get a job. You with me so far?

Cl: Well, I certainly have medical problems. That's for sure.

53. **Co:** Right. So if you want to apply for help from our agency you would first complete an application. Then we would like for you to see a doctor, and in your case, Dr. Calhoun would be fine, who would provide us with a medical report that we can use as one of the things to determine your eligibility. Ok, any questions so far?

Cl: Do you think I will be able to get help from you?

54. **Co:** There is a good possibility of it, but it is difficult to say at this point for sure since I have very little information about you. I certainly hope so.

Cl: I hope so, too.

55. **Co:** Ok. Let's go right to your application and get all this paper work going before our time runs out today. I'm sure you are anxious to find out if you're eligible and what we can do.

Cl: Oh, yes.

56. **Co:** This form just asks for some basic information such as name, social security number, address, etc. Some of this you can complete yourself. Other items, such as employment history, educational history, etc., I will want a little more detailed information on. You see, in addition to this information helping us in the eligibility decision, we will need it for program planning. We will work together, in a joint effort, to develop your rehabilitation program. Whatever objective and goals we decide upon, the agency can help provide the needed services to help you achieve your objective. That may be medical assistance, training, or whatever. Now sometimes I may be in a role simply as an arranger or coordinator of services. Someone or some other organization may provide the service directly such as training, etc. Other times I will be the direct provider of the services such as counseling, assistance with job placement, etc. Anyway, before we do anything an eligibility decision must be made. So let's go ahead and talk

about some of the things that still need to be covered and complete these forms. Ok? Have I confused you sufficiently?

Cl: No, I understand.

57. **Co:** Any questions before we proceed?

Cl: No.

58. **Co:** Okay, why don't you fill in some of this basic name and social security number type information before we begin.

Cl: Okay.

59. **Co:** Ok, let's start with your educational background. Tell me about it.

Cl: I graduated from high school and got married a month later.

60. **Co:** How did you do in high school?

Cl: Oh, I was about average. Most of my grades were B's and C's.

61. **Co:** Sounds like you did a little above average. What were your favorite subjects?

Cl: I liked home economics, bookkeeping, and typing the best.

62. **Co:** I imagine that typing would be tough for you now.

Cl: I can't do typing anymore. I can't touch my fingers to the keys, I tried it.

63. **Co:** A few minutes ago you mentioned having had two brief jobs as a beautician. Tell me about any other types of jobs you had in the last year.

Cl: I worked for a fast food hamburger restaurant for about a month.

64. **Co:** How did you like that job?

Cl: It was okay, but I didn't earn much money, only $1.75 an hour and it was bad for my health.

65. **Co:** Oh?

Cl: Yeah, the night work messed up my meals, you know. I'm supposed to eat at certain times.

66. **Co:** Really messed up your blood sugar level then.

Cl: Yeah. It didn't work too well.

67. **Co:** What did you earn on that beautician's job?

Cl: Not very much. The most I earned was $50.00 a week.

68. **Co:** What about your present family situation? You mentioned that you are married. Tell me a little more about your family.

Cl: I have a ten year old daughter and a three year old son.

69. **Co:** Keeps you pretty busy.

Cl: Oh, yes.

70. **Co:** I imagine that it will be pretty tough taking care of your family and working at the same time.

Cl: Well, I have a lot of medical expenses and with arthritis and diabetes it seems like I can't ever catch up.

71. **Co:** What about your husband, is he employed?

Cl: Yeah, he is a construction worker.

72. **Co:** What does he earn?

Cl: He gets paid about $150.00 per week, but he spends a lot of that money on liquor.

73. **Co:** He drinks a lot, huh?

Cl: Yeah, he usually starts drinking on Friday night and drinks all weekend. Sometimes he's in such bad shape on Monday morning that he misses work.

74. **Co:** It sounds like you're not too happy with him lately.

Cl: Well, if he keeps drinking, I am going to have to leave him.

75. **Co:** Mm-hm.

Cl: That's one of the big reasons why I have to get a steady job. Even now I don't have enough money to pay our bills. He gives me money for groceries, and pays rent and utilities, but my medical bills have been going unpaid.

76. **Co:** Sounds like you're under quite a bit of stress.

Cl: Yeah I sure am. He said if I leave him he will not help me support the children.

77. **Co:** Tough situation to deal with.

Cl: It sure is.

78. **Co:** I assume that you don't have medical insurance.

Cl: I wish I had some.

79. **Co:** Yeah. Well, that completes the application form. Now, let's turn to that medical report that we will need from Dr. Calhoun. Let me give you the forms that you will need to have Dr. Calhoun fill out when you go to see him for your medical examination, which we will, of course, pay for. One of these forms is just for that purpose. It authorizes him to do the exam for us and indicates that we will pay for it.

Cl: Okay.

80. **Co:** Dr. Calhoun will fill them out.

Cl: Uh-huh.

81. **Co:** And he will send them back to us. And, at that time, we'll consider you for vocational rehabilitation services. Then I would send you a letter after that

indicating whether you have or have not, I'm quite sure that you will be accepted. When I get his medical report back, I'd like to have you come in again and we'll discuss this in regards to what his recommendations are medically. . .

CI: Uh-huh.

82. **Co:** he may recommend check-ups monthly or something of this nature or further diagnostic studies. Then we can go into that at that time. I think we should take care of that portion of it **first** before we look into the license and a job.

CI: Yeah, I think that would be practical.

83. **Co:** Oh, okay, uh, I'd like to have you sign the application form now.

CI: Okay.

84. **Co:** Any questions at this point?

CI: No.

Interaction Techniques
Discrimination Typescript

Exercise

Classification

_____ 1. **Co:** What type of work do you think you might like?

Cl: I'm not sure. The work that I used to do - the kind of work that I used to do was getting on my nerves real bad. Just keeping me nervous all the time, you know, and my stomach was spasming-jumping all the time.

_____ 2. **Co:** So you had a job that you disliked so much it was tearing you down physically.

Cl: Yeah, just going in that place in the morning I started to get a sour taste in my mouth right away.

_____ 3. **Co:** Have you thought much about what type of work you think you would like?

Cl: I used to be a photographer and in fact I've done so many darn things it's hard to say what I could do best. You know, I was a portrait photographer and a free lance photographer for a while also. I worked as a commercial photographer when I came out of the navy. I had photography as a hobby for a long time before I did that.

_____ 4. **Co:** Mm-hm.

Cl: I would like to tie photography in with whatever I do. I do leatherwork as a hobby too and I've been doing that since 1946 off and on, and I've done a lot of different things - I do freehand lettering and stuff like that cause anything that I don't have to seems like I can do it better. If I can do it on my own time, in my own way. I just don't seem to be able to get into a regular organized schedule or anything anyways. Can't get myself organized. My car looks like a danged hippie's junk wagon inside, you know.

_____ 5. **Co:** Kind of difficult to figure out what you want to do when just getting organized and disciplined to stay on a routine has been tough lately.

Cl: Yeah - I don't know what the heck it is. I'm easily distracted. In other words, I start out like I say, first things first and I do the first thing pretty good. Pretty soon I get distracted and I'm off on some other darn thing and my memory is improving in some things. I have to tell my mother what I got to do the next day and she reminds me in case I lose my note that I make to myself. I don't know if it has anything to do with my being 45 years old; or the fact that I smoked so long; or the fact that I drank a lot for a long time.

6. **Co:** It's just hard for you to pinpoint just what is causing it.

Cl: I know I'm not just normally plain dumb cause I've been able to pass some of those GED tests pretty easily. I've always tried to do a lot of reading.

7. **Co:** How long ago did you take the GED?

Cl: Five years ago.

8. **Co:** Okay, in general you just really don't know what you would like to do in the way of a vocation. But you feel like you need something.

Cl: Something I can do at home preferably, or with a minimum of scattering and a minimum of running around.

9. **Co:** Minimum of pressure and involvement?

Cl: Well, no, I think I can stand about as much pressure as anybody on a progressive thing. But I can't stand a bunch of panics or surprises hitting me all at once. I just throw up my hands and quit. That's when I tell my boss he can get somebody else, because I can't be bombarded with unpleasant surprises.

10. **Co:** They tend to throw you or frustrate you when you have something new kicked on you.

Cl: Like the first guy I started to work for after I started sobering up - I don't remember how many months I went without drinking - not too many before I started working for this guy. And he was fixing houses for - and actually this dam guy was still practicing drinking a little bit evidently every now and then because I would find beer cans in his car. Which was no concern to me except he was a hard guy to work for - seemed to me. My job was to scrape paint; getting the place ready to repaint and he was doing houses that people had moved out and had been repossessed by the bank. Generally, they were a wreck. I would just get the ladder set up and get about two or three scrapes on the board and he would holler "Hey! I want you to do something in here." And I would go in and get about three turns done on a screw in there and he would change his mind again. He was about as confused as I was. He eventually got the job done but I can't work for a guy that way - that is undecided and is frequently changing his mind. In other words, he is poorly organized himself.

11. **Co:** Yeah I have worked for people like that, you're better off avoiding those kind of work situations.

Cl: Right.

12. **Co:** When did you last work?

Cl: I haven't worked a regular job since June or July of 1978.

_____ 13. **Co:** Why don't you tell me about that job.

Cl: Well, I was supposed to be doing one kind of work. I was working for this company that made rocket engines. That was my job working on those engines. They got all those engines built and tested and shipped to Florida, Cape Kennedy. And we didn't have too much to do. I worked in the development lab there, testing. And we did a lot of testing or feeder analysis–big turbine pumps and valves–real precision, close fitting valves–valves that had a very low leakage allowed. And the valve gates were just as shiny as a mirror. That's how shiny they had to be–no defects. And they were developing a television guided missle and I was put on the development on that thing–the engine for it. It was a weird thing. It was a new design and it couldn't work. Hundreds of people said it couldn't work and it couldn't work. It was soft aluminum tubing welded in place. And the welding in place in these tight places was more than the welders could handle and we were having lots of malfunctions. And I was responsible for shipping these things out–saying that they were complete and ready. They did look complete and ready, but really there were lots of design problems there and they were all blowing up when they were tested. And when they blew up they wiped out about a quarter of a million dollars worth of test equipment. And actually I don't think I was being blamed, but since I was the last guy that saw them before they left, it gave me a lot of pressure and I got an ulcer. That's when I started having a spasming stomach and my drinking problem got worse. That's when I really started drinking. In fact, one of the design and manufacturing engineers got to be an alcoholic on that same job, and I met him at AA, over there in (state). Only he got to AA before i did. He quit.

_____ 14. **Co:** Did you have a lot of intolerance? Or the feeling that the system was inadequate or the design of the machine was. . .?

Cl: I got absolutely no cooperation from my boss or anybody else. Just do the best you can, and they threw up their hands. I would be in their offices all the time complaining.

_____ 15. **Co:** You felt like the system needed changing and you couldn't get any cooperation.

Cl: Right, it was a bad situation.

_____ 16. **Co:** You should avoid that type of employment situation at all costs in the future.

Cl: Oh, I wouldn't go near a job like that again with a ten foot pole. Since I've been in AA I've gained some insight and one is to avoid those crazy work situations that drive you to drink.

_____ 17. **Co:** Let me say that I'm real pleased that you're in AA. I think that that is one of the best programs and fellowships that exists.

Cl: I probably work an entirely different program than anyone else does in AA. I think for my own self working the twelve steps. Each person they say there are–I forget how many–half a million or so recovering alcoholics and there are probably that many different ways of working the program which is well and good.

_____ 18. **Co:** Mm-hmm.

Cl: You know one job that I would probably like is small engine repair. I could set up a shop in my garage.

_____ 19. **Co:** There is a demand now in this city for people with the skills to repair small engines.

Cl: Oh, so it would be a good job to have.

_____ 20. **Co:** Right, would you be interested in being trained for that type of job?

Cl: Well, it sounds interesting.

_____ 21. **Co:** Okay, we will have to talk more about that during our next interview.

Cl: I would like that.

_____ 22. **Co:** Can you come back on next Friday?

Cl: Yes.

_____ 23. **Co:** How does 2:00 p.m. next Friday sound?

Cl: Fine.

_____ 24. **Co:** Okay, I will see you then.

Interaction Styles During The Intake Interview

The Listener
The Interrogator
The Explorer
The Reflector
The Informer
The Self-Expresser

Demonstration of the Listener

1. **Co:** Hello. I'm glad you were able to come by today and I need to get quite a bit of information from you. So if you will just have a seat, and I'll be fillin' this form out as we talk. If you don't mind, let's begin by you telling me where you are from and a little bit about the town and so forth.

   Cl: Okay. I'm from Searcy.

2. **Co:** Yeah.

   Cl: It's a small town, population about 10,000.

3. **Co:** Right.

   Cl: It's located about 50 miles northwest of, northeast, northeast of Little Rock, excuse me.

4. **Co:** Right.

   Cl: And, uh, there's a university there, and uh. . .

5. **Co:** Um-hum.

   Cl: and it generally has about a population of about 4,000 students. . .

6. **Co:** Yeah.

   Cl: so during the school year it runs the population up to about 14,000.

7. **Co:** Right.

   Cl: And, uh, it's a pretty, pretty progressive town. . .

8. **Co:** Yeah.

   Cl: I guess during the summer months, during the school term it kind of has a different complexion, but. . .

9. **Co:** Yeah.

   Cl: It offers a lot of activities. . .

10. **Co:** Right.

    Cl: especially for children and young adults.

11. **Co:** Yeah.

    Cl: And uh, it's pretty progressive. It can just about meet all your needs. You know, it's got a pretty good shopping situation– Walmart, Magic Marts. . .

12. **Co:** Yeah.

    Cl: downtown shopping is pretty good, doctors. . .

13. **Co:** Right.

    Cl: hospitals.

14. **Co:** Yeah.

Cl: Just a pretty nice comfortable town to live in. I guess is how I would describe it.

15. **Co:** Right. Have you lived there very long?

Cl: I've lived there for four years now.

16. **Co:** Yeah, right. Where'd you live before then?

Cl: I lived in a very, very small community down in southwest Arkansas.

17. **Co:** Yeah.

Cl: Population about 1,200, so I guess it's almost like living in the city now.

18. **Co:** Right, yeah, yeah. What, uh, tell me a little bit about your work and what you do here in Searcy.

Cl: Okay. I work in a little grocery store. . .

19. **Co:** Yeah.

Cl: Kind of like a convenience food market. . .

20. **Co:** Right.

Cl: as opposed to a grocery store, I guess. Everything is, you know, ready to go. It's meant more as a quick stop or one stop type thing, drinks, sandwiches. . .

21. **Co:** Yeah.

Cl: chips, soups,. . .

22. **Co:** Yeah.

Cl: uh, ice cream, things of that nature.

23. **Co:** Yeah.

Cl: And it's open 24 hours a day and I've got the three to 11 shift.

24. **Co:** Yeah.

Cl: Well, I'm, I'm a clerk, but when I'm there I've got it all by myself.

25. **Co:** Right.

Cl: In other words, I, I, uh, don't have any help. It's totally my responsibility during my shift.

26. **Co:** Um-humm, um-hmm.

Cl: And, uh, uh, I kind of do everything; wait on customers.

27. **Co:** Yeah.

Cl: I have to be sure that my stock is fixed like it's supposed to be.

28. **Co:** Right.

Cl: I check in with a certain amount of money and I better check out right. . .

29. **Co:** Yeah.

Cl: at the end of the day. . .

30. **Co:** Yeah.

Cl: or at least at the end of my shift.

31. **Co:** Right.

Cl: And uh, just basically I kind of take care of it. . .

Demonstration of the Interrogator

1. **Co:** Hello. I'm glad you were able to come by today, and if you'll just have a seat, I need to get some information from you. And I'd like to, uh, well I'll be filling out these forms as we talk so if you will just have a seat and answer a few questions for me. What town do you live in?

   Ci: Searcy.

2. **Co:** Searcy. Is it a big town?

   Ci: Oh, kind of small I would say.

3. **Co:** Yeah, and what's the population?

   Ci: About 10,000.

4. **Co:** About 10,000. Uh, is that very close to Little Rock?

   Ci: About 50 miles.

5. **Co:** In what area of the state is it located?

   Ci: Central, I believe.

6. **Co:** Central, yeah. Okay, were you born there?

   Ci: No.

7. **Co:** Where were you born?

   Ci: Rogers.

8. **Co:** Rogers. Is Rogers a very big place?

   Ci: I believe now it is.

9. **Co:** Yeah, how does that compare with Searcy?

   Ci: Larger, I think.

10. **Co:** Yeah, how long have you lived in Searcy?

    Ci: About four years.

11. **Co:** Do you think it's a nice place to live in?

    Ci: Yes, very nice.

12. **Co:** Yeah. What street do you live on?

    Ci: Market.

13. **Co:** Market. How long have you lived on Market Street?

    Ci: About three months.

14. **Co:** About three months. What area of the city is that in? Is that on the east side or west side?

    Ci: East.

15. **Co:** East. Uh, where do you work?

Cl: Grocery store.

16. **Co:** Yeah. What's the name of the grocery store?

Cl: Breadbasket.

17. **Co:** Breadbasket. Uh, where's that located?

Cl: On highway 67.

18. **Co:** Okay. Is that very far from where you live?

Cl: About ten miles.

19. **Co:** Ten miles. Do you like your job?

Cl: Yes, very much.

20. **Co:** Yeah. Did you, uh, well let's see now, how long have you worked at that, the Breadbasket there?

Cl: Mmm, about four months now.

21. **Co:** Where did you work before then?

Cl: Didn't, didn't work.

22. **Co:** You've had no employment history whatsoever?

Cl: No.

23. **Co:** Okay, what would you like to do?

Cl: Well right now I like what I'm doing. . .

Demonstration of the Explorer

1. **Co:** Hello. Glad you were able to come by today, and if you'll have a seat, there's some information I need to get from you. And, uh, I also need to complete these forms as we talk so, uh, let's begin, if you will, by telling me a little bit about where you're from. And if you would, kind of describe your home town and so forth.

   Cl: Okay, I live in Searcy. It's a small town, oh approximately 10,000 population. Uh, it's got a university there and, uh, generally they have about 4,000 students. So sometimes during the year the town's got about 14,000 population which kind of steps up the excitement, traffic problems, everything during the nine month period that school is in session. Uh, it's located about 50 miles northeast of Little Rock, so it's close enough if we need to go to Little Rock for anything–shopping or some kind of specialist or something–well, we can get there within about an hour. It's not that inconvenient, but Searcy is a pretty nice size town. It's pretty progressive. It, uh, well it's pretty much got everything you want.

2. **Co:** Okay, uh tell me a little bit about the area you live in there, the address and what you think about that area and so forth.

   Cl: Okay. I live at 1300 East Market, and uh, it's a block within, off the main thoroughfare of what used to be the major highway until the interstate bypassed Searcy. But a block off one of the main thoroughfares through town and about a block from the university. And the area around there is mostly university people, just almost, you see, not very many students. The students live, uh, oh, several blocks away. A lot of them in student housing, and the dormitories are not close by, but most of it's the professors, the people who work or affiliated with the college. It's kind of a community within itself really.

3. **Co:** Okay. Very good. Uh, let's talk a little bit about your work history, and so if you would tell me about your present job.

   Cl: Okay. I work at a convenience-type grocery store. Uh, I got, it's open 24 hours a day, and I've got the three to 11 shift in the evening, and uh, I, uh, guess I don't really know what my title is, but, I, sales clerk or clerk, I don't know. But when I'm there, I'm there by myself and I'm in complete charge of the store, in charge of the money, the inventory, maintenance, waiting on the customers, just I do everything.

4. **Co:** Okay. What do you think about your job?

   Cl: Well, I like it. I get a little scared sometimes. I'd rather have a different shift, but I would rather be in there in the daylight hours rather than, uh, you know at night, cause there's too big a chance that, uh, of being robbed. These little stores are kind of prone to be hit late at night, pick up some easy money. . .

Demonstration of the Reflector

1. **Co:** Hello. Glad you came by today, and uh, we need to get a lot of information from you, and I need to complete some forms so if you'll sit down we can begin. And I'd like for you to start, if you tell me a little about where you're from and a little about your home town.

   Cl: Okay. I'm from Searcy.

2. **Co:** Searcy, right.

   Cl: It's a fairly small town, population about 10,000, but it does have a university there, so nine, ten months out of the year the population is increased by about 4,000 with all the students and wives, children and everything that come in for the school.

3. **Co:** So you live in a small university town.

   Cl: Right, right. And I would call it a pretty progressive little town. I guess perhaps the university being there makes it that way, but uh. . .

4. **Co:** You sound like you really like living there.

   Cl: Yes I, I do. It's, uh it's got a lot of things to offer, a lot of things you can take advantage of that I think a lot of other towns, perhaps, without a university wouldn't have to offer and I think the university being there probably is a real asset to a town that size.

5. **Co:** So you've been pretty satisfied with your stay in Searcy.

   Cl: Yes, so far I really have. I didn't think I was going to like living here, but uh, to my surprise, I really found it to be a very enjoyable place to live.

6. **Co:** Okay, very good. Uh, have you lived in Searcy very long? Uh, where did you live before here?

   Cl: Okay. I've lived here about four years now, and before moving here I lived in a small town in southwest Arkansas called Dierks. And when I say "small" I mean small. It was about 1,200 people.

7. **Co:** So you mean even smaller than Searcy, huh?

   Cl: Yes, that's why I kind of, I don't guess it's really fair to call Searcy a small town cause to me it's a really big town, but I know compared to Little Rock or someplace else it's a small town. But down in Dierks it's a kind of place where everybody knew your business, and you knew everybody else's business whether you wanted to or not.

8. **Co:** Sounds like you didn't like it as much as you did Searcy.

   Cl: No, I sure didn't. I was glad to get out of there. Just too many nosey people.

9. **Co:** Yeah, okay. Let's focus a little bit on your work history if you will and tell me about your present job, the things you do there and so forth.

Cl: Okay. I work in a grocery store out on the outskirts of town. Uh, I, it's really a convenience market as opposed to a grocery store.

10. **Co:** Yeah, so you work in one of those little convenience stores that usually stay open like 7-11 or something like that.

Cl: Right, right, right, right, yeah. It, ours is open 24 hours a day, but it is much like a 7-11 or a Majik Market or uh, something, something along that line, and like ours is open 24 hours a day, and I've got three to 11 shift in the evening. And I work by myself when I'm there, and uh, just completely in charge of everything. I, the inventory, stock, the maintenance, waiting on the trade, uh just, just seeing that everything is in order, and uh, uh, it's kind of, it's a pretty big responsibility.

11. **Co:** Sort of exciting about the, uh, duties that you have and the responsibility that you have.

Cl: Yeah, I kind of like that. I feel like somebody's put some confidence in me and I'm trying real hard to be sure that, well that my part of it checks out right.

12. **Co:** So it gives you a lot of satisfaction.

Cl: Yes it does, uh well yeah it does. Yeah, well people, people that hired me, I really feel like it, really gives me a maybe once in a life-time opportunity. . .

Demonstration of the Informer

1. **Co:** Hello. Glad you came by today and would like for you to have a seat. Uh, there's a number of things I need to take care of. I need to get a lot of information from you, plus I need uh, tell you about, uh, rehabilitation, what rehab is all about, uh, about myself, about uh, some of the rights you have, should you become a client in this agency, meeting some of the responsibilities that you are going to have to perform as you move through this process of rehabilitation.

   Cl: Okay.

2. **Co:** Uh, first of all, let me tell you about rehab. Rehab, I don't know if you know it or not, but rehab is a state/federal agency and we have offices located throughout this state. Uh, although we are a state/federal agency, and I say that because of the money that we get, we get approximately 90% of our money is federal money, the other 10% is state money, but that doesn't mean that we are federal employees, because we are not. We are all state employees and we come under state government and in fact, we here are in the Department of Social and Rehabilitative Services and the rehab agency is just one agency that is within that broad, uh, agency of social and rehabilitative services.

   Cl: Oh.

3. **Co:** Yeah, so uh, we don't, like me myself, me, my salary is not uh, uh, well it's state, we are state employees and we observe all the state holidays, and so forth as opposed to federal holidays and schedule and so forth. Uh, now we work with handicapped people. For a person to be eligible for our services here, we have a lot of services we can provide persons, and I'll tell you a little bit about those services in a few minutes, but I want to tell you now what you have to be eligible for this agency. As I said, you have to be disabled, this, we work for disabled people. People who have a handicap and they can't get a job and so forth. So you have to have a physical disability or mental disability in order to be eligible. Not only should you have a physical or mental disability, but there should be some evidence that uh, the services that we provide you is going to benefit you. We just don't want to spin our wheels here rather than provide you with a lot of spin off that is not going to benefit you whatsoever. So, uh, throwing away all this federal and state money.

   Cl: Uh-hum.

4. **Co:** So we would like to have some evidence that the services that we are going to provide are going to benefit you and that they are going to result in a uh, the, uh, removal of limitations to your employment and certainly that you would get suitable, gainful employment for services here cause that is what we're all about is returning people to jobs.

Cl: I really do want to work.

5. **Co:** Yes, well that's good because we, uh, want to get people off welfare, uh, and all public assistance and get them to support themselves and pay in taxes. That's where our money comes in, right?

Cl: Right.

6. **Co:** Yes, right, so, so that's, that's our purpose here is to work with disabled and handicapped people and have offices located throughout the state and uh, uh, we uh, cover every region of the state. We have offices in the northwest section of the state. We have offices in the northeast, southwest, southeast, central, areas and uh, oh, just a whole lot of counselors working out of these different regional offices. Now we have counselors that uh, uh, do different things although we all work with, uh, disabled people. Some of us carry general case loads which means, uh, we have caseloads of people that have all types of different disabilities and then we have counselors that have specialized caseloads who work strictly with the blind or the deaf or the mentally retarded or the mentally ill or whatever. They just focus on one specific kind of disability. Then we have counselors that are on special grants, uh, from the federal government or from other sources, so we have counselors a lot of times that are strictly on grants and will work also with some specific type of disability and so forth. Uh, you understanding all this stuff?

Cl: Oh yeah.

7. **Co:** You think you pretty well understand what all this purpose of rehab that we do work with disabled people and to be eligible you have to have a physical or mental disability and there must be some evidence that those services are going to help you quite a bit.

Cl: Yes, I understand.

8. **Co:** Okay, what I would like for you to do right now then is, is, to uh, if you understand that is to, uh, tell you a little bit about my role and function and about some of the things I do, some of the things that I don't do and some of the things I will expect you to do and not do, that is of course, provided that you are going to be shown eligible for our services here at the rehabilitation agency. Now first of all, I serve in the role of counselor. . .

Demonstration of the Self-Expresser

1. **Co:** Hello. Glad you came by today, and if you'll have a seat, there's some information I would like to get from you and some forms I need to complete, so if you don't mind, let's begin with you telling me a little about where you're from. A little bit about your home town and so forth.

   Cl: Okay. I'm from Searcy. It's a small community of about 10,000. There's a university there and when the university is in session it increases the population to about 14,000. It's a progressive little community, a lot of activities going on all the time. . .

2. **Co:** Now that's the kind of place I really like is. . .

   Cl: Yeah, I like. . .

3. **Co:** small university town that is progressive and so forth, I, I really do like those kind of places.

   Cl: Yeah, I like it real well, too. Since I've lived here there's just been a lot of things to take advantage of. I try to take advantage of as much stuff as. . .

4. **Co:** I'd certainly encourage you to. Yes, take advantage of everything you can while you can, while you're still young. . .

   Cl: Well, that's, that's kinda how I look at it. You know, you don't get a second chance if you don't take what's offered to you, you might not get another opportunity. So I try to do that, and like I said that Searcy does have quite a bit to offer. I think a lot of this is because the university is located there, but, uh, it got a new community center, and uh, baseball fields, and a real active little league program, and. . .

5. **Co:** Kind of makes it nice, really makes it nice.

   Cl: Yeah, really does. They got tennis courts and a new swimming pool, uh, it. . .

6. **Co:** Boy, I like to swim. I like to swim. I like to play tennis.

   Cl: yeah, it's really nice, nice community, plenty of shopping. Got a Magic Mart, a Wal Mart, of course they're discount centers. I do most of my shopping there, and, uh, plenty of good doctors. . .

7. **Co:** Discount centers are the best place to shop, aren't they?

   Cl: Oh, yeah, yeah. You kind of have to watch what you're doing. Sometimes they'll kind of fake you out. You know, kind of sucker you in on some bargains and you'll end up paying, uh, the price of the bargain for another item that's not on sale.

8. **Co:** Yeah. It sounds to me like you really do live in a swell place, and I'd encourage you to stick with that place, stick with Searcy and don't move from there. Because those little towns, university towns that are very progressive like that, has all the opportunities, and it sounds like Searcy has to offer is a very good place for you to stay in and get a job and just live, uh, uh, most of your life there. Now speaking of jobs, you do work, is that right?

Cl: Yes, I do. . .

9. **Co:** Tell me, tell me something about your job.

Cl: Okay. I work at a convenience grocery type store out on the outskirts of Searcy.

10. **Co:** Boy, those convenience stores are nice, aren't they?

Cl: Yeah, they really. . .

11. **Co:** The big supermarkets you have to go in and fight the line and. . .

Cl: Yeah, you, you. . .

12. **Co:** and fight the people. . .

Cl: You can get in and out real fast. . .

13. **Co:** fight the express lines and they really are express lines, aren't they?

Cl: Oh, yeah. . .

14. **Co:** It takes you thirty minutes to get through the express line. Those little convenience stores, you, like those. . .

Cl: Yeah.

15. **Co:** you can go in there, get your bread and milk. . .

Cl: Yeah, get whatever you want.

16. **Co:** right at. . .

Cl: Right in and right out, yeah. They're really, really nice, and uh, uh, I think their prices are a little bit higher than they are in some other grocery stores, but that's the price you pay for not having to stand in line, I guess.

17. **Co:** Yeah.

Cl: But, uh, you know it's, uh. . .

18. **Co:** Have you worked there very long?

Cl: I've been there about four months now.

19. **Co:** Four months. Well that's good, but there's only one thing I'd like to caution you about working in that type of job is usually people in jobs like that burn-out in a few years.

Cl: What, what do you mean?

20. **Co:** Well, burn-out is something that is kind of popular these days, and people that's been in the kind of pressure type jobs that you have and meet the public and interacting with people, and uh, kind of, helping people get their groceries, check-out, and so forth, uh people kind of have the tendency to burn-out in a few years. Now, I'm not saying that to scare you or anything, but I want you to think about, you know, changing jobs after you've been there a few years and so forth. But you've only been there four months now, so I don't think you need to worry about burn-out right now.

Cl: No, no I like what I'm doing now. . .

21. **Co:** That's good.

Cl: That's kind of scary to think, you know, that maybe I might get to where I didn't like it, you know, maybe not do as good a job or something. I never thought about burn-out.

22. **Co:** Well, I feel the same way as you do, in fact, I'm sure everybody does. You know if they don't they're probably being dishonest with themselves.

Cl: You mean you think everybody, they get burned-out?

23. **Co:** Well, no. That everybody might have a little fear, or anxiety or so forth about their jobs and get tired of it and what they're going to do after they get tired of it and so forth.

Cl: Oh,. . .

Response Style During the Intake Interview

The Case of Shirley Steed

Case of Shirley Steed
38 year old female

1. **Co:** Come in, Mrs. Steed and have a seat. The secretary had received the call from Mr. Bates, one of our rehab counselors indicating that you would be coming in. What brought you to see Mr. Bates?

   Cl: He is the rehabilitation counselor for my younger son, Donald.

2. **Co:** I see. Then your son is in one of the special classes in one of the schools.

   Cl: Yes, Mr. Bates is in the process of getting him started in a rehabilitation program.

3. **Co:** Well, that's why then he referred you over here, Mrs. Steed. He, as you know, works only with youngsters in the special class in the school. Possibly I will be able to be of some help to you. You see, rehabilitation is a state agency that works specifically with disabled people. Some counselors work with specific disabilities, such as Mr. Bates, whereas others work with all types, such as myself. That's why Mr. Bates sent you to me instead of working with you himself. Regardless, our primary goal is to help people with a handicap overcome that handicap and return to work. So Mrs. Steed, tell me something about the problems that have brought you into my office today and how you think that I might be of help to you.

   Cl: Well, I have been doing very heavy work, man's type work and I am tired, I'm run down, my health is run down and I'm suffering from a severe bronchial condition which at times keeps me from being able to work. My last two jobs were at printing companies. I lost both of them due to illness. I'd been ill so much, I worked for one of those companies for six years and they let me go due to illness. The last company I worked for was real good to me but I was going from one constant illness to another. And I have reached the point where my physical condition is so run down that I am no longer able to work. I had to quit the last job two weeks ago and I need some assistance of some sort.

4. **Co:** How do you think that our agency can be of assistance to you?

   Cl: Well, I am not certain, but I was hoping that you could help me get back to work again. I can't do the kind of work that I have been doing anymore. That work is too heavy for me. I would really like to get a secretary's job, but I haven't typed in years. I need some training.

5. **Co:** You're hoping then that we can help you by providing you with an opportunity for secretarial training.

   Cl: Yes, I really am in a bad position. I can't do the work that I know anymore and I don't have any other work skills. And I don't have any money. In fact, I was just over at the Welfare Office applying for Welfare.

6. **Co:** Things are not going very well for you at the moment, are they?

   Cl: No. They are not going well at all.

7. **Co:** I guess not being able to do the work you've always done and seeing yourself as not having the skills to find another job makes the future appear very bleak right now.

   Cl: Right. It sure does. I really don't know where to turn right now.

8. **Co:** And that's very frightening to you.

   Cl: Yeah.

9. **Co:** Before we proceed any further, let me say that it is possible that we may be able to be of service to you. I would also like to point out that everything we discuss here is confidential. The only time that I might share anything we discuss here with someone else would be with other rehabilitation workers such as physicians or psychologists who are both involved in your rehabilitation program and who would need such information to avoid having to collect it from you all over again. I do function as a member of a team and there will be others I will be calling on from time to time to assist me. However, I will not do anything without consulting you first. Should you be found eligible for our services, we will work together in a joint effort to develop your rehabilitation program.

   Cl: Okay.

10. **Co:** I guess this might be a good time to tell you a little about our agency and my role and something about your rights. You see, Mrs. Steed, this first interview is to get you acquainted with what rehabilitation is all about so that you can be sure this is the correct agency to meet your specific needs. If you think so, then I will need to get a lot of information from you such as social, education, medical, employment, etc. so that we can determine if you are eligible for our services. I really hate to talk so much, but I do want you to have a good understanding about what we are all about. Tell me about what you already know about rehabilitation.

    Cl: Well, not too much. I do know a little since Donald is also in the process of getting started in rehabilitation and I did talk to Mr. Bates just a little. But about all I know is that you help people get training and work.

11. **Co:** Well, you know I said earlier that we work with handicapped people. So to be eligible, you must have a physical or mental handicap that prevents you from getting a suitable job. There also must be a good probability that the services we provide will enable you to get a job. So an eligibility determination will have to be made in your case. That's why I will be asking you a lot a questions today. I will also be jotting down notes at times while we are talking. I do that because I will need some of that information for your application for services from which I will be asking you to sign later. It usually takes about two to three weeks for an eligibility decision to be made. We have to get all the medical reports and such. Now you have the right to appeal if you are not satisfied with the decision made in your case. If that should happen, you let me know that you want to appeal, then you can talk with my supervisor and then go from there. Now, there are a large number of services that can be provided an eligible person and that will depend on your specific needs, but in general,

we can provide counseling and guidance, training, those things associated with training, books, tuition, fees, job placement, and so forth. My role is different for different kinds of services. Some of them I will provide myself such as counseling and guidance, others I will arrange or coordinate them with other people. Like training for instance. Also, if you are found eligible for services but you find yourself unhappy with the services you are getting, you can ask for an administrative review of your case. I hope I'm not overwhelming you with a lot of information, but I wanted you to know these things. How about questions? Give me your reaction to anything I've said so far.

Cl: Oh, I don't have any questions at this point. From what you've said, I hope you can help me.

12. **Co:** Well, we most likely can so let's talk about some of the things I will need to get things started. Let's see now . . . . you said that you were just over at the Welfare office.

Cl: Yes, that's right.

13. **Co:** I see. Tell me about it.

Cl: I talked with a Mrs. Harriet Clarke, I believe her name is.

14. **Co:** Are you receiving any assistance at this point?

Cl: No, no assistance whatsoever. But she gave me the impression that I was very much eligible for AFDC because of my teenage son and SSI due to the statement I had from the doctor that I was too disabled to work completely at this particular time. She did indicate that as soon as all the papers are processed, I would begin receiving $298.00 a month and could also, could purchase food stamps. She gave me the impression that very shortly I would start receiving a check from the welfare.

15. **Co:** Okay, it sounds like some of the financial pressure on you now may be lifted soon.

Cl: Yes, but if I go on welfare, I don't want to be dependent on welfare for long. I've been used to earning my own way.

16. **Co:** Well, possibly through the services of this agency, you will be able to start earning your own way again in the near future.

Cl: That's what I want.

17. **Co:** Okay, let's talk some about your health. This will be important information in determining your eligibility and working out a program with you. For example, how long you have had it, the symptoms which you experience and the difficulties they create in your life.

Cl: It's really quite a long story. About 10 years ago, I was working in a coat shop and apparently developed an asthmatic condition. I developed an allergy to the wool in the coats. The wool seemed to affect my lungs and bronchial tubes. I had to quit that job just to be able to breathe normally again.

18. **Co:** I see.

Cl: Well, then I got a job with a printing company.

19. **Co:** Mm-hm.

Cl: Constantly, from the time I went to work for that company, the whole six years I was there, it was always the flu, bronchitis, laryngitis, strep throat and nervous conditions, the pay was low, there was money problems, my nerves were bad.

20. **Co:** So, a conglomerate of things piled up.

Cl: Yes, I also had a severe problem with my blood during that time. My blood count dropped down to extremely low and I was out of work 3 months, just in order to get built back up. They gave me six weeks sick pay and then put me on sick leave. After I was there 4 years, I caught the Hong Kong flu and it turned into double pneumonia. I was out a total of five weeks with that. It left me with a chronic bronchitis condition. That condition caused me to miss quite a few days of work. When I'd have an attack, I'd be so weak, I wouldn't be able to work the next day.

21. **Co:** Really a rough time, huh?

Cl: Yeah.

22. **Co:** You said the condition caused you to periodically miss work.

Cl: Yes, it was especially bad for the next two winters. It seemed that I had a lung infection about every three weeks that would cause me to miss between one, two or three days of work. It seemed like I was taking antibiotics all the time.

23. **Co:** Mm-hm.

Cl: My boss was very nice, but after a while he simply had to let me go. I was just missing too much work.

24. **Co:** So you lost that job because of your poor state of health.

Cl: Yes. I might still have that job if my health hadn't kept getting worse.

25. **Co:** Mm-hm.

Cl: I think my health might have bounced back, if my marriage hadn't started falling apart.

26. **Co:** Oh?

Cl: My marriage had been on the rocks for a while. It seemed that from the time I developed the chronic bronchitis my husband started drinking a lot. He was even violent at times. Things just got worse and worse. And we had a good bit of trouble, he had trouble on his job, keeping the job.

27. **Co:** Um-um.

Cl: About a month before I lost my job at Top Notch Printing, I had had him put in jail for assault and battery and sued for divorce. I haven't seen him since he got out of jail. He just took off. I have no idea where he is now.

28. **Co:** You must have been under a lot of stress.

Cl: There I was with two sons, twelve and fourteen, and two teenage daughters, let's see, they were 16 and 17, practically no money in the bank, and it seemed like I was out of work more than I was there because of one illness after another.

29. **Co:** Yeah.

Cl: Well, I ended up in the hospital suffering from physical and nervous exhaustion. I was there a week and it was three weeks before I even tried to return to work. That's when I was laid off. It was three months before I was in good enough shape to find another job. I just felt depressed most of the time.

30. **Co:** Now as you think about all that you still get a little depressed or maybe .... uh, uh, a little scared .... because things are not all that much better now.

Cl: Yeah, I still think things seem awful hopeless at times.

31. **Co:** What about help for your depression at that time ....

Cl: I went to a counselor at the mental health center approximately a year and a half, that has been about 3 years ago. I was in a bad state of mind. I just could never relax and I was really run down.

32. **Co:** How did you benefit from going to the counselor?

Cl: It helped me adjust to my divorce. I stopped being depressed and found another job.

33. **Co:** So the counselor at the mental health center helped you a great deal.

Cl: Yes.

34. **Co:** But you find yourself under a great deal of stress again, and really down in the dumps at times.

Cl: I have been getting depressed because of all the pressures building up. They just started getting to me.

35. **Co:** Tell me about these "pressures."

Cl: The main problem I'm having now is with my two sons, as I stated to Mr. Bates, "I have given Donald over to you now, you take care of him. I can't do anything with him."

36. **Co:** So your sons have created a great deal of problems for you.

Cl: Well, Donald just has decided he doesn't want to go to school. He wants to go to Seamen's School but he does not want to go to high school, and it's required that he finish this last year before he's 16, in school, before he can go into training as a seaman.

37. **Co:** And you think he has the ability to get his studies, to make passing grades and he just doesn't want to.

Cl: He very definitely has the ability to do so if we can just instill the incentive to study a little bit.

38. **Co:** Well, I think you've got a real good counselor working with him, and I certainly hope things can be worked out.

Cl: I do too, really, because he does have a very, he has a good mind, he has a very intelligent outlook on things, he has a good memory. And on things he's really interested in, he could just talk to you most intelligently about, but when it comes to Mathematics, English, and that sort of stuff, it's a bore to him, he's not interested.

39. **Co:** I see, what about your other son?

Cl: My 17 year-old-son, Ray, is in jail for grand larceny. He stole a car about 4 months ago.

40. **Co:** Uh-hum. Go ahead.

Cl: I don't really know how much longer he will be in there. He got a year, during that time he ran away. So we don't know if they'll add to his time or what will come of that.

41. **Co:** Hm-mm.

Cl: All that stuff worries me, makes me nervous. What's making me nervous is all these things I'm worrying about, making ends meet. I started taking 5 milligrams of valium.

42. **Co:** You're really carrying quite a bit on your shoulders now, and it's none too easy to handle alone, is it?

Cl: Yeah. I was taking gelusel, they weren't helping me a bit. I'd get so I just couldn't eat. I was so nervous.

43. **Co:** I see.

Cl: I used to weigh 170 and I've lost so much .... now I'm down to 115 ....

44. **Co:** Uh-hum.

Cl: I also take Librax for a nervous stomach. I thought I might have ulcers, my doctor just said I had a nervous stomach.

45. **Co:** Tell me about the stomach problem.

Cl: It's bothered me on and off for about a year. It seemed that the more I got to dislike my job the more often that my stomach bothered me.

46. **Co:** What kind of treatment are you receiving now?

Cl: I've been under the care of Dr. Robert Smith for the last 3 years, and I've been using Dr. Jeremy Tanner as a family physician and I've seen him when I couldn't see Dr. Smith, and also Dr. E. Brock Redford, from time to time. Primarily, I'm Dr. Smith's patient.

47. **Co:** And the last time you saw Dr. Smith was . . . .

Cl: Oh, I don't remember when the last time was. I'm over there so much.

48. **Co:** I guess it would have been some time this month?

Cl: Yes.

49. **Co:** What about any other difficulties?

Cl: I have very bad varicose veins in both legs. Sometimes they reach the size of my thumb.

50. **Co:** How did that condition interfere with your ability to work at your last job?

Cl: My legs would bother me because I was on my feet all day. Wearing surgical elastic stockings helped some. And they cost, the next pair I buy will cost me $19.

51. **Co:** How about when you're on your feet doing your housework, that type of thing, what effect do your legs have on you?

Cl: They bother me some, but when I'm home, I can sit down whenever I please.

52. **Co:** Um-hum.

Cl: At work, I had to be on my feet for several hours. I could not sit down whenever I felt like.

53. **Co:** What would you say would be the chief symptoms you're experiencing now?

Cl: Extreme nervousness, general rundown condition, bad varicose veins, and a severe bronchial condition and emphysema. Overall, I am just in a rundown condition.

54. **Co:** Feeling like that must make even getting out of bed in the morning quite an effort.

Cl: That's not all that far from the truth.

55. **Co:** Mm-hm. Tell me more about it, how long you've been feeling this way, etc.

Cl: Oh, four or five years really, but it's been very bad in the last several weeks. Well, in the last few weeks I've had a head and chest infection that took me about four weeks to throw off and when it was over, I just was not able to stay out of bed, not over 2 or 3 hours at a time.

56. **Co:** Alright. And when did it get, I guess, just within the past few weeks it's gotten so bad you just can't work.

Cl: Right.

57. **Co:** Well, Mrs. Steed, you've had a lot to contend with and I'm sure it must be upsetting to you. Hopefully we will be able to help.

Cl: I hope so.

58. **Co:** Let's talk a little about your work history. Again this is important information that we need to help you. You said earlier the counselor at the mental health center helped you adjust to the point that you stopped being depressed and got a job. Tell me about that job.

Cl: I got a job as a press assistant at the T and J Printing Company. I also did the collating necessary for producing a weekly newspaper. I operated a Hidelburg & Davidson offset printing press. I handled all the paper cutting and the entire printing process. And the job was extremely heavy, the chase that they lock the type in is at the minimum weight about ten pounds and it would go up as high as 40 pounds with the full form locked into it.

59. **Co:** Oh, that must have been the job you referred to as a "man's" job.

Cl: Yes. I had to quit it two weeks ago. The work was wearing me down. I was going from one illness to another. I just became so run down from the lifting. It's a man's work, say 155 to 175 pound man would be capable of the job and now I only weigh 115 pounds and it's got to be too much for me.

60. **Co:** I see.

Cl: Since my bronchial condition has gotten worse lately. Probably as a result of that job. My doctor says that I am now suffering from emphysema.

61. **Co:** Well, that certainly rules out strenuous work.

Cl: It's definitely out.

62. **Co:** What about the other printing job? What was involved in it?

Cl: I didn't work on this particular type of machinery at that job. It was done on an AB Dick offset press which any lady could handle. I had been doing darkroom work which involved negatives and developing and burning plates and making and collating price books and that sort of thing, inner company correspondence, which was all done offset, which is entirely different from linetype work.

63. **Co:** I see. In thinking back, were there certain things that you tended to like about those jobs?

Cl: Probably the money I earned and the friends I had at work.

64. **Co:** And your earnings were . . .

Cl: I was earning $132 a week when I left T and J Printing Company and $130 a week when I left Top Notch Printing.

65. **Co:** Tell me something about your job in the coat shop. For example, what you did, what parts of your job you liked, what parts you disliked at the time.

Cl: Well, I only worked there for six months and I really didn't like very much about that job.

66. **Co:** Now this is before the printing shop.

Cl: Yes.

67. **Co:** You went from the coat shop to the printing shop. What effect did the asthmatic condition have on you staying with the coat shop?

Cl: I don't know for sure. I needed the money I was earning, but it probably had a great deal to do with me leaving.

68. **Co:** Mm-hmm.

Cl: But it seemed that after I was there about 3 months, I began to just hate going to work in the morning. My boss was not very nice. Too high pressure. He expected you to sell a coat to everybody who looked in the window. I just was not that good of a sales lady. There was also a lot of competition with the other women in the store for customers. We all worked on salary and commissions. There was a system for determining who the next customer belonged to, but it broke down plenty of times. I don't know, it seemed like there was always somebody mad at somebody else.

69. **Co:** Mm-hm.

Cl: I just never liked working in that competitive of a place.

70. **Co:** Yeah, it certainly sounds like that would not be the type of job that would interest you anymore.

Cl: You can say that again. I would really have to have no other choice before I would work as a saleslady again.

71. **Co:** What about jobs before that?

Cl: None. I was married at 16, and it was not until 10 years ago that all my children were in school.

72. **Co:** Okay. So now you're interested in getting some training in the clerical field.

Cl: Yes.

73. **Co:** What about other interests besides secretarial work? Tell me about other things you would like to consider as a new occupation.

Cl: I haven't thought about anything else. I would like to do office work, preferably secretarial. I think I would, with proper training, I think I would be a good secretary.

74. **Co:** Tell me about any typing or shorthand lessons you have had.

Cl: I had a typing and shorthand course in high school. At the time I was getting approximately 55 words a minute on the typewriter with not over 5 errors and I was getting 60 words a minute in shorthand. But that was a long time ago.

75. **Co:** You must have been thinking about being a secretary at that time.

Cl: Yes, I was, but pregnancy and marriage put an end to that.

76. **Co:** While we are talking about your educational experience, tell me more about high school.

Cl: Well, I got pregnant in my senior year, so I got married and quit high school.

77. **Co:** Uh-huh.

Cl: I got a high school diploma through the Adult Division at Wilkes. I passed the high school equivalency exam.

78. **Co:** And that was . . .

Cl: Oh, that was 3 years ago.

79. **Co:** Tell me what you liked and disliked most about high school.

Cl: Well, I liked shorthand and typing the most. I guess science was my worst subject. I didn't care too much for math either.

80. **Co:** You must have made your best grades in your favorite subjects.

Cl: Yes, I did, I got B's in shorthand and typing. But I made a D in science. I did get a C in math though.

81. **Co:** Let's see, there is some information that we still have not covered that I will need for your application form. That form is a necessary evil, you might say, that we have to have done on every person we work with. One form covers general background information on yourself and one form has to do with financial information on you and your family, and another covers medical history. This information, Mrs. Steed, is all kept confidential. To save time for us to talk today, I'll have you fill out this form on general information such as Social Security number, address, telephone number, date of birth, references, etc., after we finish this interview. At that time, I would also like you to fill out the medical history part of the General Medical Form.

Cl: Okay.

82. **Co:** Alright. Now have you applied for Social Security disability?

Cl: No.

83. **Co:** I don't know for sure but you may be eligible for Social Security Disability benefits.

Cl: Yeah.

84. **Co:** It would probably be wise for you to look into it. They can provide financial support for your rehabilitation program, and if your health were to get worse, which hopefully will not happen, they could provide you with a monthly pension that would be greater than what you expect to receive from welfare.

Cl: I will look into it.

85. **Co:** I can make an appointment for you if you would like.

Cl: Yes, I would like for you to.

86. **Co:** It may very well work out that both Social Security and our agency could end up cooperating on your rehabilitation program.

Cl: It sounds good.

87. **Co:** I need to get some financial information on you and your son who is living at home to try to get a picture of your financial status. Of course, you've told me quite a bit about it already. Some of these questions you won't know the exact answer, just try to be as specific as possible.

Cl: Okay.

88. **Co:** Let's see now. Tell me about any personal property you have such as cars, trucks, boats, etc.

Cl: Well, I've got a '69 Ford car and that's about it.

89. **Co:** What about real property, any land, house, etc.?

Cl: None.

90. **Co:** Any savings?

Cl: No.

91. **Co:** Any kind of insurance? Hospital or life?

Cl: None.

92. **Co:** Alright. Now let's see . . . okay, I'll tell you what I would like for you to do for me. I would like for you to make me a list of all the bills you have. Okay?

Cl: Okay.

93. **Co:** I want you to include rent, car payment, medical bills, loans, etc. Now I don't want what you owe—you know, total amount. Just put what your monthly payments are. Okay?

Cl: Okay.

94. **Co:** Alright. Moving on to income, let's see you will get $298 a month from Welfare. Alright. You will also be getting food stamps.

Cl: Yes.

95. **Co:** Alright. Of course, you will also be eligible now for medicaid through Welfare. Now, tell me about any other source of support you may have such as assistance from relatives, etc.

Cl: My daughters have been able to help a little. They have done all they can, but both of them have heavy responsibilities, both of them have husbands overseas. They are not drawing much allotment so they really can't help much. They have done what they can, Darlene, my older daughter, by giving me a place to live and Polly by sending me money when she can. But Polly clears less than $250 a month on the job and she says that living expenses are much higher where she is than they are here. One of my problems right now is that Darlene's husband is coming home in 6 weeks so my son and I will have to find an apartment, and I have been looking in the paper for apartments and there are practically none within a price range that I could afford. I looked at one the other day over on South Street and when we saw the outside of the house we wouldn't even go in. It was horrible. The windows . . .

96. **Co:** Mm-hm.

Cl: . . . were broken and taped up and plastic curtains at the windows. Just real dumpy looking and all the other houses were real nice. Right beside it was a new modern apartment building and it really made it look worse. But we saw the outside and my son said, "Momma, let's just don't even go in. It's probably got bugs and rats and everything else." But I haven't really looked too much for an apartment, because first, I have to have a job or start receiving the welfare check . . . I can't get an apartment until I have money to pay the rent.

97. **Co:** Yeah, that's the problem.

Cl: So, I'm between the devil and the deep blue sea.

98. **Co:** You might be able to find a reasonably priced apartment down on Oak Street.

Cl: Down on Oak Street . . .

99. **Co:** They are older two story homes. I know my aunt, my great-aunt who's moved here, cause she moves all around like a nomad anyhow, but she found one right down off of Oak, I believe . . .

Cl: . . . Now that . . .

100. **Co:** And I don't know what she pays but it's, uh, mean, it's uh, it's, it's nice, uh, real nice for, uh, one person, and uh, . . .

Cl: I lived on Oak Street, back in 1965 and it was nice down there, but it's gotten to where it's quite run down now I've noticed. We've driven all down in there trying to find something. My son doesn't want to move in that area. He says he doesn't like it too much, but, uh, I told him we're going to have to take something. And I can't take him to and from school. He wanted to get in walking distance of school . . .

101. **Co:** Um-hm.

Cl: . . . which would save me bus fare and gas to take him to and from school. I'd hoped we could get something within 6 or 8 blocks of his school. That would help, uh, the money situation if he could walk. But everything I've been able to find is $85 for the cheapest unfurnished and up to some I have found for $95 furnished including utilities but I haven't looked at them, and I wanted to get something furnished until I got back on my feet financially.

102. **Co:** Alright. Let's see, I believe this ought to take care of these forms. Looking over the list you gave, shows that you are eligible for rehabilitation services from a financial standpoint. Now the way we must proceed from here is to establish the presence of a medical disability. That disability can be physically or psychologically based. Now, as I said earlier, that physical or psychological condition must present a definite handicap to your returning to your previous occupation, printing. When that is the situation, which it appears to be in your case, we can provide these things I have listed here as services requested: medical services to reduce the extent of your physical disability and mental health services to increase your ability to cope with the stress present in your life. We can also provide training for a new occupation, that would be more suitable to your physical and psychological capacities. Possibly we could even provide you with or help you secure further financial support during the rehabilitation process. Do you have any questions at this point?

Cl: No, not really, I just know that I need some help to get back on my feet.

103. **Co:** Okay, now, I need to get your signature on this application and before you sign, let me tell you that any service that vocational rehabilitation services have to offer will be provided to you without regard to your race, color, creed, sex, or national origin, and if you feel that I am discriminating against you on any of these bases you have the right to appeal to the state director and ultimately to the civil rights compliance officer in Washington, D.C. Okay, Mrs. Steed, I think that the next thing for me to do will be to make an appointment for you for a general medical examination which we will of course pay for. You mentioned having seen a few doctors in town and that Dr. Smith is your main physician. Do you have a preference as to which physician you see for the general medical examination?

Cl: I would just as soon see Dr. Smith.

104. **Co:** Okay, Dr. Smith will be fine. He is an internist who has done work for us before. Would you like me to make the appointment for you?

Cl: That will be fine.

105. **Co:** Okay, I will have my secretary set it up as soon as we finish this interview.

Cl: Okay.

106. **Co:** I would also like to get a psychological evaluation. It would be very helpful to get some information on areas of strong potential ability. I would also like to get the psychologist's opinion as to the importance of any supporting personal adjustment counseling for you during the next few months. I know you have a lot of pressure on you now. With one son in jail, another threatening to quit school, no income coming in, and the need to find a new way to earn a living, your nervous tension is very understandable. So the psychologist would probably give you some vocational aptitude, vocational interest, and personality tests to get a good picture of what type of occupations you might be best suited for now and what type of training and personal support services we should provide you to achieve such a goal. I'll be glad to go ahead and make an appointment with a psychologist at the mental health center for that evaluation.

Cl: Will you tell me the results of the tests?

107. **Co:** Oh definitely, we will have an opportunity to discuss them.

Cl: Okay, I'm willing. Maybe I will find something out about myself that will be helpful.

108. **Co:** I'll make these appropriate appointments for you. If we're going to consider training for you, it would be necessary to get this psychological evaluation and since you've indicated your interest to be that of clerical, I can ask that the person who will talk with you and test you to give you an aptitude test related to clerical work.

Cl: Fine.

109. **Co:** I'll be in touch with you by phone tomorrow once these appointments have been made. I'll also confirm this by letter.

Cl: Okay.

110. **Co:** Okay. Let's see now, Mrs. Steed, we've talked about a number of things today. I've tried to tell you about what rehabilitation is all about. I hope you have a general understanding of what we do, the process, etc.

Cl: I do.

111. **Co:** Good. And we've talked about your problems, education, work history, interests, social history, etc. Is there anything else you would like to talk about now?

Cl: Nothing I can think of right at this moment.

112. **Co:** Okay. Well, if there are no questions then I will make these appointments for you with Dr. Smith, and the appropriate psychologists tomorrow. I'll be back in touch with you to let you know these dates for the appointments and I'll also send you a letter indicating these appointments. I have enjoyed talking with you and I hope we can work out something that can get you back on the road to a job, one that you would be capable of performing, but would not be as strenuous as the work you have done

before. Mrs. Steed, I have enjoyed talking with you and I will be in touch with you tomorrow.

CI: Thank you.

Appendix

Information Collection Effectiveness

Part A

ER - Interviewer: Ida Dinkberry

EE - Interviewee: John Henry

1. **ER:** Let me see now. The first thing I need to do is fill out this form. What is your name?

   EE: John Henry.

2. **ER:** O.K. H-E-N-R-Y. What is your address?

   EE: 2134 16th Street.

3. **ER:** O.K. What is your Social Security number?

   EE: 321-64-4094.

4. **ER:** 4094. How old are you?

   EE: Thirty-five.

5. **ER:** What is your birth date?

   EE: January 1945.

6. **ER:** O.K. Do you have a phone?

   EE: Yes.

7. **ER:** What is that number?

   EE: 638-4464.

8. **ER:** 4464. O.K. Are you married?

   EE: Yes.

9. **ER:** O.K. What is your wife's name?

   EE: Juanita Henry.

10. **ER:** How old is she?

    EE: Thirty.

11. **ER:** O.K. Her birth date would be when?

    EE: June 30, 1950.

12. **ER:** Do you have any children?

    EE: No.

13. **ER:** Good. O.K. John where were you born?

    EE: Southtown, Indiana.

14. **ER:** Southtown, Indiana, huh. Nice place. O.K. Who referred you here?

    EE: Dr. Calhoun.

15. **ER:** Dr. Calhoun. Have you ever been here before?

EE: No.

16. **ER:** Then this is your first time?

EE: Yes.

17. **ER:** Do you know anything about our agency?

EE: Just a little. My brother came here once.

18. **ER:** Oh, and what is your brother's name?

EE: Elwood Henry.

19. **ER:** Who did he see?

EE: I don't remember what his name was. Seems like it was Sanddusky or something like that.

20. **ER:** Was that very long ago?

EE: Last year.

21. **ER:** Have you ever been on welfare?

EE: No.

22. **ER:** That's nice. Ever received any Social Security benefits or anything like that?

EE: No.

23. **ER:** Allrighty. O.K. John. Why did Dr. Calhoun refer you over here?

EE: He thought you might be able to help me get into school.

24. **ER:** What school?

EE: I don't know for sure. I've been interested in drafting and might like to give that a try if I can get in.

25. **ER:** Have you ever done any drafting before?

EE: No. But my uncle is a draftsman and just listening to him talk about it sounds like something I would like.

26. **ER:** What is your uncle's name?

EE: Jim Henry.

27. **ER:** Where does he work?

EE: At the A&D Drafting Company.

28. **ER:** Where is that?

EE: On 22nd Street out by Allstate.

29. **ER:** O.K. John. What were you going to see Dr. Calhoun about?

EE: Check-up on my back.

30. **ER:** You have a back problem?

EE: Yes.

31. **ER:** What kind of back problem?

EE: Well, I injured it last summer when I fell out of a tree and now I wear this brace and can't stand or do heavy work anymore.

32. **ER:** Are you employed now?

EE: No.

33. **ER:** Where did you work before?

EE: At Chickadee factory.

34. **ER:** How long did you work there?

EE: Five years.

35. **ER:** From when to when?

EE: July 1974 to June 1979.

36. **ER:** Where did you work before that?

EE: Southside Manufacturing Company.

37. **ER:** From when to when?

EE: May 1970 to January 1974.

38. **ER:** Anywhere before that?

EE: Yes, at Western Auto.

39. **ER:** From when to when?

EE: I don't remember the dates. I worked there for some time. . .about six years.

40. **ER:** Does your wife work?

EE: Yes.

41. **ER:** Where?

EE: American Insurance Company.

42. **ER:** How much does she make a month?

EE: Oh, about $600.00. I think about $600, around that.

43. **ER:** Is that your only source of income?

EE: Yes and it's pretty bad to make ends meet.

44. **ER:** I bet it is. This inflation is killing us all. Do you own your own home?

EE: No we're renting.

45. **ER:** How much do you pay a month for rent?

EE: $120.00 a month.

46. **ER:** You have any hospital insurance?

EE: Not now. I did at Chickadee, a group policy you know.

47. **ER:** So you have no medical insurance whatsoever now?

EE: No.

48. **ER:** Have you ever been in the service?

EE: Yes, I spent two years in the Army.

49. **ER:** John, how far did you go in school?

EE: I finished. I completed high school.

Information Collection Effectiveness

Part B

ER - Interviewer: Ida Dinkberry

EE - Interviewee: John Henry

1. **EE:** Hi. Fine, thank you. I'm John Henry.
2. **ER:** O.K. John, what brings you to my office?

   EE: Dr. Calhoun referred me over here.
3. **ER:** Dr. Calhoun, huh. Well, John in what way can we be of help to you?

   EE: Dr. Calhoun thought you might be able to help me get into school.
4. **ER:** Yea. . .

   EE: . . .
5. **ER:** Tell me a little more about what you want.

   EE: Well. . .I've been interested in drafting for some time.
6. **ER:** Uh-hum.

   EE: And since I hurt my back I can't continue working at the factory standing up all day. So I thought drafting might be a good occupation to get into.
7. **ER:** Uh-hum.

   EE: I've thought about it some time. But I really don't know what I can do and that's where I thought maybe you might help.
8. **ER:** So you can no longer work at your old job because of a back problem and you would like us to help you decide upon a new career that won't aggravate your back problem.

   EE: Right.
9. **ER:** And right now you are not certain what you want to do , but you think drafting might interest you.

   EE: Yea, that's right.
10. **ER:** O.K. John before we do anything else, let me tell you a little bit about our organization so you can be sure if we are the people you need to see. O.K.? Do you know anything about us?

    EE: Just a little.
11. **ER:** Uh-hum.

    EE: My brother came here once.
12. **ER:** Uh-hum.

    EE: All I know is that you helped him get a job.
13. **ER:** O.K. John. First of all we are. . .fade out. . .fade in. . .O.K., any questions so far?

    EE: No. I understand.

14. **ER:** Before we look at the application, tell me a bit about your back problem.

EE: Well, I was sawing the top off a tree in my front yard last summer and fell. I was in the hospital for two months. At first they thought I would be paralyzed. But I wasn't. I have to wear this brace all the time and I can't stand for more than thirty minutes at a time so I can't work at Chickadee factory anymore since I stood up all the time there.

15. **ER:** Uh-hum.

EE: So I hope you all will be able to help me.

16. **ER:** John, you seem to be really concerned about what the future holds for you.

EE: I am and I know I need help.

17. **ER:** I guess you are somewhat frightened with all the changes that have taken place. Getting hurt. Not being able to return to your old job, etc.

EE: Yea. I just wish I knew what I **really** wanted to do and can still do with this back and all.

18. **ER:** Well, those are some things that we can help you with. The information you give me today along with other evaluations that we will talk about a little later will help you arrive at a decision about what you want and can do now.

EE: That's good. I sure hope so.

19. **ER:** John tell me a little more about how your injury has affected you.

EE: Well, as I said I can't stand for any period of time. About 30 minutes is the limit. This brace helps a little but not enough for me to continue doing what I did at Chickadee. I. . .fade out. . .

20. **ER:** . . .Fade in. yea, and I bet that's very discouraging.

EE: You bet. I really get down sometimes when I think about what I used to could do and what I can do now.

21. **ER:** Yea, I can see now that you look pretty sad as you talk and think about it.

EE: Yea. . .

22. **ER:** What about in other areas of your life, John, how has your injury affected your home life, social activities, etc.?

EE: Well, just like at work I can't do much that requires a lot of physical exertion. I mean like. . .at home. . .things like mowing the yard, fixing up, repairing things, fade out. . .

23. **ER:** . . .Fade in. . .O.K. John before we move on to another topic is there anything else you would like to tell me about your injury?

EE: No, I think we've covered about all I can tell you about it.

24. **ER:** O.K. I appreciate you sharing this with me. As I said before this is information that is important for a number of reasons. First of all it will help deter-

mine your eligibility and second it will help you and me come up with a good sound program for you. Now you mentioned your interest in drafting. Tell me a little more about that.

EE: Well, my uncle is a draftsman and just listening to him talk about it sounds like something I would like.

25. **ER:** Uh-hum.

EE: He works for the A&D Drafting Company.

26. **ER:** Yea.

EE: I sorta thought that I could sit most of the time there and the work wouldn't be real heavy and all.

27. **ER:** But you haven't had any actual experience with drafting.

EE: No all my work has been mostly just, you know, ah, common labor, manual labor you know.

28. **ER:** Why don't you tell me about your work experience. Say starting with your last job.

EE: Well that was with Chickadee. I worked there for five years from July 1974 to about June '79. I did shift work and work on a conveyor belt inspecting the goods as they came by.

29. **ER:** What did you like and dislike about your job?

EE: Well I did not like the shift work, that's for sure. I preferred to work days but if I had to, you know, rotate and work evenings and nights to. . .Oh I guess I liked making decisions about what was quality goods and what was not . . .that was sorta enjoyable, unless they ran the belt too fast, I didn't like that.

30. **ER:** Sorta pressured you a lot, huh?

EE: Yeah, I liked it more when it was slow and easy and of course, I did a better job. When it went real fast I wasn't sure about some of the things I let by.

31. **ER:** What about before Chickadee. Tell me more about your work there.

EE: Well that was with Southside Manufacturing Company over at. . .fade out.

32. **ER:** . . .Fade in. . .O.K. John, that about covers your work history. Is there anything else you want to tell me about your previous employment?

EE: No, I think we pretty well covered it.

33. **ER:** O.K. Let's talk awhile about your educational history. Tell me about the schooling you have had.

EE: Well, I completed high school in 19. . .fade out. . .